



Philomena Donohue

Dining Companion

"MKUH is my local hospital. We all rely on this amazing service when we need it, so volunteering was a very easy decision to make. To be able to assist and give something back, however little, is very important to me.

Since starting in January 2019, I have assisted in a number of areas in the hospital; in the chemo suite, Wards, and the vaccination centre. During the pandemic, I covered the Patient bag drop at the main reception. I am proud to be able to volunteer at MKUH

Where do you Volunteer?

I work as a Dining Companion on Ward 19 and I also volunteer on the Reception Bag Drop.

How long have you volunteered?

I have volunteered for two and a half years.

What difference do you think volunteers make?

I know volunteers are invaluable in the NHS from my own experiences! I feel that all areas of the hospital could benefit from volunteers.

Volunteers can free up staff from covering tasks which do not require clinical experience therefore allowing them to concentrate on patient experience.

My Experience

What do you like most about volunteering?

I enjoy being able to support the staff who are extremely busy and also helping the patients who need a lot of assistance. I feel very valued and look forward to my volunteering days.

Why would you recommend being a volunteer?

Since my retirement, volunteering gives me a sense of purpose and worth. I know I am appreciated by the staff and patients. I have also been able to get an insight into many areas of the hospital and what they do.

What have you learnt about yourself whilst volunteering?

I have been able to share my life skills and experience! From previously managing people, I can recognise when something needs to be done and have a strong initiative so can put these skills into practice. I have, on occasions offered ideas which have been welcomed.