



Belfast Health and
Social Care Trust

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Thank You Time for Volunteers



Lord Baseke started her volunteering with us in August 2019.

After being a volunteer in the Suffolk Day Centre for over a year, she made herself available for the new role at the Royal Victoria Hospital. Settling in was easy for Lord as she gets on well with people and the reception staff at the main entrance made her feel really welcome. Since June 2020 every Monday without fail, she has helped the public find their way around the hospital. Her enthusiasm is clear to see she always has a welcoming smile and time for everyone; nothing is ever too much trouble for her.

As with the other volunteers, she responded to the need that came from the pandemic and was well experienced to start right away. Lord sees her role as a Meet & Greet Volunteer to help ensure the new guidelines are in place and she can signpost visitors safely through the hospital.

With getting on the spot feedback from many people, it shows her role is really worthwhile. She pointed out that people say things like “thank you so much I would have been lost without you”.

After volunteering she says she feels “I can get on with my role and really support the people who need it and it gives me a purpose and keeps me busy”.

At this time we are hearing about so many feeling isolated and lonely she is keen to say, “I have made really good friends with other volunteers”.

I would like to say, “Thank you for the role, I enjoy my time at the Royal Hospital”.

Thank you so much from the Volunteer Service for her great contribution and a Happy Christmas to all our Volunteers.