

Our volunteers

**Highlighting the work of our
volunteers**

2025-2026



Our Volunteers

Volunteers are the driving force behind Healthwatch County Durham, giving their time, care, and commitment to support the wider community. Through their dedication, people are listened to and their experiences help shape health and social care services. From collecting vital feedback to engaging with local communities and championing meaningful improvement, our volunteers play a key role in making services fairer and more responsive. Their involvement not only strengthens care but also helps individuals feel confident and empowered to share their views. The contribution of our volunteers goes far beyond gratitude – it is essential to the impact we make.

Over the last year our volunteers have given 2250 hours of their time



That averages to 43hrs every single week



Or £28600 per year, based on minimum wage



This year our volunteers...

We are proud to share some of the amazing contributions our volunteers have made:

Andrea, Anne, Jean, Judi, Julie, Mervyn, Paul, Paulette and Rosemary carried out several Enter and View visits to care homes across the county to help improve social care services



Rosemary gathers all the word on the street reports from her fellow volunteers to provide a great insight into how people are feeling in general with their health and social care services

Our volunteers have pounded the corridors of University Hospital North Durham to ensure patients are aware of our service by providing posters to be displayed in the waiting areas

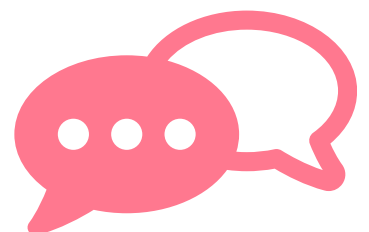


As part of ongoing work our volunteers are looking at how veterans are cared for in our care homes across the county to ensure their needs are being met.



Tony held a LGBTQIA+ workshop to provide a space for support groups to come together and better understand how they can work closer and support the community

Our volunteers worked to ensure our Enter and View visits were suitable for non verbal communication and ensured we were able to capture as much information from residents in the care homes as possible and no one was left out.





Volunteers week Rock painting at Hardwick Park



Volunteer day October 2025



Wreath making December 2025



Training our volunteers have carried out this year on our behalf:

- Safeguarding
- GDPR
- Dementia friendly
- MH First Aid
- Veterans awareness
- Smoking cessation support
- Place assessments at University Hospital North Durham and Bishop Auckland hospitals
- Involved in feedback on rolling out NHS 10-year plan

Did you know that our volunteers contribute a wealth of knowledge and expertise to the team? Here are just a few examples of their remarkable skills:

- Qualified dentist
 - Research Associate at Durham University
 - Qualified counsellor and advocate, former social worker
 - Owner and manager of a care training services company (Health & Care)
 - Former nurse
 - Former surgeon and two senior former NHS professionals
- Holistic therapist specialising in end-of-life care



THANK you

A **huge** thank you to all our volunteers...

Amelia Dupuy

Andrea Lambell

Anne Glynn

Charles McCaughey

Chris Shore

Cliff Allison

David Boal

Hannah Wright

Helen Smith

Jean Ross

Jim Welch

Judi Evans

Julie Brown

Julie Brown

Lakkur Murthy

Mary McGee

Mary Mitchell

Mervyn Hockin

Pam Spurrell

Pat Nelson

Paul Stokes

Paulette Burgess

Rosemary Chessum

Shaikh Hameen

Tony Bentley

Zena Forster



healthwatch
County Durham

Healthwatch County Durham
Unit 3
Crook Business Centre
New Road
Crook
DL15 8QX



t: 0300 180 0025

e: info@healthwatchcountydurham.co.uk
healthwatchcountydurham.co.uk