

Meet our Volunteers – Mike’s Story



Mike is a Ward Visitor at Whitby Community Hospital and has been fulfilling this role for just over a year. He joined our teams on the Memorial Ward in January 2021, and he describes his role as ‘the oldest paperboy in Whitby!’

Of course, Mike’s role is so much more than that. He does indeed start his day with taking newspaper orders from the patients on the Ward and pops down to the local shop to get them for the very appreciative group of patients, but it is small tasks like these that make such a big difference to their stay.

Mike is a great asset to the Memorial Ward. He is very generous with his time, chatting with patients, helping them pass the hours and connect with the outside world, the news, the weather, and even the local gossip! He also supports us with our Friends and Family Test surveys, bringing an iPad around with him just prior to patients being discharged.

Earlier this year, Mike supported the hospital and by helping to complete Property Services surveys, following the hospital refurbishment and the transition to the new Tower Block building. Mike completed over 30 surveys in 3 weeks – showing us great quality patient feedback that helps us progress moving forwards.

Sonia Rafferty, Service Manager at Whitby Community Hospital, Humber Teaching NHS Foundation Trust, said:

“Mike is our little ray of sunshine. His smile lights up the Ward and he always has time for a chat with our patients and makes them smile. He has really settled into our community and we all look forward to seeing him.”

Are you interested in volunteering for the NHS?

You can help us change lives.

Contact us today via email hnf-tr.voluntaryservices@nhs.net to find out about the range of opportunities we have available.