

# Patient Ambassador and Volunteer

How I work with the team at Melbourne



# My Story...

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My name is Angela Buckingham (Mrs). As a registered patient, also a Patient Ambassador and Volunteer since April 2013. I began with the Friends and Family Test, and sending out immunisations birthday cards for children from birth until the age of 5 years.

Since I became a Patient Ambassador in 2013, I have taken on a wider remit. I believe that the reward for hard work is more work. What began as administrative tasks, such as folding of letters, organising staff parties, now also helping to organise PPGs, Youth-PPG, diabetes and homeless Clinic.

By September 2013, I became involved in charity work, volunteering for Macmillan Cancer Support, organising Macmillan Day, raising £269 at Melbourne Grove Surgery, and supported BBC Children in Need raising approximately £60. In 2015, I supported the Macmillan Cancer Support Coffee Morning, successfully raising £325.

My charity work has continued with the introduction of a book charity bookshelf for our book club patients, selling each book for 50p, although sometimes some patients gave more. We raised approximately £79, which was donated to St Christopher's Hospice, Sydenham. The bookshelf is still going strong.



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In November 2015, I assisted with iPlato questionnaires by collating responses from patients. When the Practice had a visit from the South London Deanery in December 2015 to enable the Practice to become a teaching practice, I received a commendation for my work at Melbourne Grove of which, I was so proud.

One meeting I attended was the start of the Gardening Project at Melbourne Grove Practice. The Gardening Project officially began on the 29th January 2016 and has blossomed since. One of my biggest achievements is running the Garden Project, which also involves organising day trips for the group. I meet with the Garden Ladies every Friday at 2pm to do the gardening, followed by some social time. All the plants in the garden have come from the garden ladies through donations; two patients donated money to buy flower butts and flowers for the garden.



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I also coordinate with other networks who wish to see our garden as an inspiration for their Practices and attend meetings organised by our CCG; for example, locality and other meetings regarding NHS News & Better Health within Surgeries, which I can share with patients.

I so enjoy the interaction with the patients. In 2017-18, I was instigator for the start of the patients Charter for Melbourne Grove; now, it is in place at the Practice with the help of many other volunteers.

My service at Melbourne Grove Medical Practice, has helped me to learn new skills and to cope with bereavement of which I am very grateful indeed.



# Angela Buckingham (Mrs)

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