

Gillian

Volunteer Story

Gillian came across Healthwatch Birmingham at an event, where she spoke to staff about her difficult experience of using a local community healthcare service:

“Healthwatch Birmingham helped me contact the service. I’m so glad I spoke up, as the issues with the service were also impacting on other people’s lives. The service has now made a massive improvement and it’s almost unrecognisable.”

This positive experience inspired Gillian to become a Community Engagement Volunteer. Gillian has volunteered with Healthwatch Birmingham since 2014, and says that volunteering has had a positive impact on her wellbeing and future prospects.

“I used to work for the NHS for over 14 years, but due to my complex health issues I had to leave paid employment. Volunteering gave me the motivation to get out and mix with nice people to create positive change. This has made a big impact on my life; my health and my confidence have improved. Through volunteering I have been able to access training to improve my job prospects and enjoy meeting new people.”

Gillian says she would recommend volunteering with Healthwatch Birmingham to anyone wanting to give their time.

“It’s one of the best career moves you will make. It’s the only organisation I have ever worked with who values me as a person. From the moment I arrive, to the time I leave, I feel valued.”

Community engagement volunteers help us engage with diverse individuals and communities to listen to their experiences of health and social care in Birmingham.

Please note: stock photography has been used in this case study and does not represent the person indicated in the story.

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