

KIM CRICHTON

**PATIENT EXPERIENCE RESPONSE
VOLUNTEER**

**North West Anglia
NHS Foundation Trust**

Kim is one of our volunteers on Amazon Children's Ward. Kim recently joined our volunteer team and has been a big hit among both the staff and the children she has been supporting.

Kim said: "At 51 years old, I've reached a time in my life where my children no longer rely on me as much and I found myself with some spare time. My training and career prior to being a mum was as a nanny, so I know that a career in the caring profession would suit me, and I decided to make some enquiries about which jobs were available within the NHS.

"Going back to work after 16 yrs at home meant my confidence was a little low and I was unsure which direction of work I wanted to take, but I discovered volunteering, and I knew that it was going to suit me perfectly.

"I never realised how much fun volunteering could be, not just being with the children but the team are amazing. There are such a collection of different people, all with their own stories to tell and skills to share, plus there's no better feeling than leaving a shift knowing that I have helped a patient feel a little less anxious or just being a friendly face to welcome them when they arrive. Being part of the team is so rewarding and it's great to give a bit back after all the amazing work that the NHS do for us all."

