



Southern Health
and Social Care Trust

Quality Care - for you, with you

Making a Difference



**SHSCT Volunteer Report
2012/2013**

MAKING A DIFFERENCE

Introduction



Gerardette McVeigh
Volunteer Coordinator
Craigavon & Banbridge



Imelda McPolin
Volunteer Coordinator
Newry & Mourne



Kate Johnston
Volunteer Coordinator
Armagh & Dungannon

Welcome to the Southern Trust's Annual Volunteer Report for 2012/2013.

During the past year, there were:

- **527** Volunteers active across the Trust.
- **415** new volunteers registered,
- **292** volunteers placed ,
- with **92** pending placement start.

Volunteers in a variety of roles contributed an incredible **51, 648** hours.

In addition to the range of volunteer roles available across the Trust a further **9** new roles were developed including:

- Mealtime Support
- Meet and Greet in Mullinure, Emergency Department , Craigavon Hospital, Youth Health Advice Clinic
- Buddy support in Day Surgery

- Cook It! Facilitator
- Library support Bluestone
- Macmillan Information Support, and
- Activity Leaders for Day Centres

Volunteers are real ambassadors for the Southern Trust. They provide an added dimension to the quality of care and are regarded as an invaluable part of our Trust service.

The contribution made by volunteers would not be possible without the support of our staff who welcome volunteers into their wards, teams and departments on a daily basis and fulfil the role of key worker to ensure that the volunteer is supported in their role.

Leadership and Corporate Commitment

In line with the Regional Volunteer Strategy and Action Plan for Northern Ireland (DSD March 2012) the Trust has prioritised volunteering within all aspects of its business agenda and has established a range of effective supporting mechanisms that reflect this.

The Southern Trust can demonstrate its commitment and leadership to promoting volunteering within its organisation. The following outcomes from 2012/2013 show how the Trust will ensure the further development and sustainability of volunteering therefore adding value to core Trust service provision:

- Volunteer Action Plan developed for 2012/2013
- Volunteer Service progress continually monitored and reviewed
- Trust Volunteer Policy reviewed, updated and promoted in line with Trust priorities and TYC
- Support to staff and volunteers and the continued promotion of Trust Volunteer Policy and Procedures
- Part time Volunteer Coordinator for the Armagh and Dungannon area secured

Examples of the progress which has been made to further enhance volunteering across the Trust and to further develop and refine the mechanisms and structures previously developed are detailed below and overleaf.

Capturing Volunteering Experience

The Volunteer Service in the Southern Trust are continually looking for ways to improve the service it delivers to volunteers, placement providers and volunteer beneficiaries. A Survey Monkey evaluation tool has been developed which is being used following induction training of volunteers. Volunteer reviews are completed after the first six weeks of the placement and annually thereafter. We also ask for feedback from volunteers, families and providers of summer schemes.



Valuing Volunteer Involvement

Developing Volunteering Together

The Trust Volunteer Forum brings together volunteers from across the southern area and Trust volunteer coordinators. Together they are helping plan and develop the Trust's volunteering service across the organisation. They have been responsible for developing some of the initiatives you see in this report including the two consultation events on the review of the Volunteer Policy. The forum which was established in 2012 have met three times and are continually looking for new members.

Interested in becoming a forum member?

If you are interested in becoming involved in the Volunteer Forum we would like to hear from you. Please speak to one of the Volunteer Coordinators for more information (*contact details on back page*).

Valuing Volunteering

The Southern Trust continues to recognise the contribution made by volunteers in a number of ways.

In 2012 eight volunteers were nominated for the Trust Excellence Awards. These annual awards recognise the exceptional achievements and contributions of individuals, teams and volunteers in their work with service users, colleagues, partner agencies and the wider Trust. On the 5th December at the Excellence Awards Ceremony the Breastfeeding Peer Support Service were finalists in the Working Together Award. There were two winners of the Community Service category, St Pauls of Bessbrook and Sabina Reel. Many congratulations to all the nominees, finalists and winners!

At our Annual Volunteer Recognition event in May 2012 over 70 volunteers attended and Long Service Pins were awarded to volunteers who had completed 5 to 20 years of Trust volunteering. As always, it was an opportunity to say a big thank you to all those who give up their valuable time to help others. Nine volunteers received their Millennium Award 100 hours certificates and four received their 50 hours certificates.

We also held a separate Volunteer Recognition event in Newry to celebrate Millennium Volunteers in the Newry and Mourne area. Over 36 volunteers attended and received certificates.

Recently a Schools Volunteer Recognition event was organised to say a huge thanks to all involved in the schools programme for volunteers in Kilkeel. 18 volunteers attended this event.



Volunteers being recognised for their volunteering at the Trust Volunteer Recognition



Volunteers who took part in the schools projects with Promoting Wellbeing Staff in the Newry and Mourne area.

Volunteer Perspective

A Volunteers Story

Maura Keane volunteers both in a day centre and as a one-to-one befriender for service users with a physical disability. This is her experience of being a volunteer in the Southern Trust



How did you come to be a volunteer?

I had been involved as a carer for an elderly gentleman for many years, 6 days per week and after the gentleman died I lost this routine, I was looking around for something to fill this time and it was then that I considered volunteering. I saw an advertisement for volunteers in the Trust in the local newspaper. I responded to the advertisement and after having a chat with Imelda McPolin, one of the Trust's Volunteer Coordinators, I decided that I would be interested in volunteering with people with physical disabilities as I had some experience in the past. After filling in the forms and completing my vetting and a short interview, I started my first placement in Binian Lodge in Kilkeel which is a centre for people with physical disabilities. After a few months, I started my second role as a befriender for a house bound lady in her own home.

What's involved in the role?

I currently have two roles with the Trust. The first role is in Binian Lodge in Kilkeel. The centre is a lovely world. In this role I relate and interact with clients. I help with activities and through this I really feel I am achieving something. My other role is visiting a house-bound lady in her home. I do this role for an hour per week and we chat about all sorts of things which helps her keep up to date. The lady really enjoys this hour.

What's in it for you?

My volunteering gives me a great sense of achievement and is appreciated both by the people with physical disabilities and by staff. I love the days that I volunteer and am struck by how positive people in Binian Lodge are, every day despite their physical disabilities. Their sense of humour is infectious and the other day during my volunteering session, I was delighted to share their excitement when they won on the golf game on the Wii.

What advice would you give someone considering getting involved in volunteering in the Trust?

My advice if you are considering volunteering in the Trust, is that it is a great opportunity to help others. You will gain a sense of achievement and you will feel appreciation from those that you help. Volunteering for me has opened up a 'new family' both of the staff I have been involved with and those I have helped.

MAKING A DIFFERENCE

Volunteering within our Hospitals 107 Active volunteers 2012/2013

There are many different roles open to volunteers in Southern Trust hospitals. Some roles involve working with hospital staff, while others involve spending time with patients. There are currently over **69** Hospital Volunteers working between Craigavon Area, South Tyrone and Daisy Hill hospitals. A striking feature of the volunteers is their diversity. They range between students through to retirees, and from those in full-time employment to the unemployed, and come from a wide range of ethnic backgrounds. Below are some examples of how volunteering within our hospitals is making a difference by enhancing the services we provide.

Helping out in the Emergency Department

Two volunteers have recently been recruited, trained and placed within the Emergency Department of Craigavon Area Hospital. A further volunteer has been identified and will commence shortly and will provide support for patients requiring assistance.

"This new initiative is working well within the Emergency department the volunteers are so beneficial in this department."

Key Worker Emergency Dept. CAH

"First day over in South Tyrone and I loved it, all the staff were so warm, welcoming and I was made to feel at ease straight away"

Volunteer

Day Surgery Volunteers

The volunteer coordinators have worked with Day Surgery Staff and Staff Side to develop volunteer roles in Day Surgery. This will be of great benefit to those who are attending for surgery, especially those on their own. Two volunteers are currently placed within Day Surgery.

Linking with Hospital Radio

The volunteer coordinators have been meeting with the Hospital Radio staff to put procedures in place to support the volunteers. A key worker has now been identified and will continue to link with the hospital radio volunteers who have been placed.

'Here to Help'

The Southern Trust has launched the 'Here to Help' volunteering service at Daisy Hill Hospital building on the success of the service already established in Craigavon Area Hospital. A team of specially trained volunteers will be on duty in the hospital foyer during the week, to provide information, directions and assistance to patients and visitors.

Visiting a hospital can be a daunting experience for patients and their carers and it is hoped that the Here to Help volunteers will make a real difference to visitors and patients. The volunteers are based in the main hospital foyer so they will be easily identified.

There have been many compliments received from service users and staff on the valuable service provided by the volunteers.



"These volunteers are great. Thank you"

User of 'Here to Help' service in CAH

Volunteering within our Hospitals

Volunteering within Cancer and Clinical Care

Two new roles have been developed in this division. One within Clinical Care services to befriend service users in the clinical area and support nursing staff. The second has also been developed in conjunction with the Macmillan Cancer Information Project Manager to disseminate information on Cancer Services.

"I have enjoyed helping people, I get a boost from seeing how my help has benefited others"

BFPS Volunteer

I am made feel part of the team and the staff are so helpful. I get great satisfaction from my volunteering, and knowing that I have made a difference to someone's life is very rewarding.

Volunteer

Supporting Breastfeeding

Trust volunteer coordinators continue to support the Breast Feeding Peer Support service and hold yearly reviews with the volunteers and key workers. Recently an internal evaluation of the service was completed and as a result training for mentors was completed to support them in their role, revised monitoring form has developed to ensure feedback from the service user is captured. Currently a new Link Worker is being recruited to further enhance the Breast Feeding Peer Support Service.

Development of New Volunteering Roles - Meal Time Support

'Promoting Good Nutrition' the DHSSPS patient nutrition strategy recognises the significant contribution volunteers make in supporting good nutritional care for older people. The recent Patient Client Council Food For Thought Survey recommended that consideration be given to training of volunteers to assist at mealtimes within hospitals.

An effective volunteer mealtime support service has recently been established in Daisy Hill and Craigavon Area Hospitals. Eighteen new volunteers have been recruited, trained and placed within the hospitals and there are a further nine volunteer placements pending. Currently work is on going with wards and volunteers to seek feedback from service users on their experience of this service.

The mealtime support volunteers provide valuable support and encouragement at mealtimes for patients who require it, to help optimise recovery and wellbeing through good nutritional care. It is hoped that it will also enhance the patients' hospital experience and improve the patients' nutritional intake at mealtimes.



A hospital volunteer helping a patient during breakfast time

MAKING A DIFFERENCE

Volunteering with Children, Families and Youth services 162 Active volunteers 2012/2013

By volunteering with the Trust, volunteers can make a real difference to the lives of the most vulnerable; children, families and young people. Working directly with children, young people and families volunteers can help them build a brighter future and are highly valued for the contribution that they make. Below are some examples of how volunteering with children, families and young people is making a difference.

Students Gaining Experience

Twelve schools were involved with 10 volunteer schools projects and over 129 students participated. Various opportunities were available to the students and their feedback from being involved has been very positive. Programmes of Care were supported in their work and the patient experience was enhanced by the volunteers. The positive experience of volunteering gained by the students will help them in future volunteer roles and their careers.

"I found the experience truly exciting and it was even better than I expected. Although it was at times challenging it was truly rewarding and completely worth it"

Volunteer

"I had time for myself my husband and my other child. Excellent service and could not recommend it highly enough. Well done for providing a life line."

Parent

Supporting Children with Disabilities

The volunteer service continues to work alongside social work teams, who care for children with a disability, to develop summer schemes. An additional 5 families accessed the scheme in 2012 bringing the total number of 21 families availing of the scheme and 49 volunteers recruited and placed in the summer schemes. The schemes continue to evaluate and review how they are doing and take on board feedback from families, children and volunteers.

Children's Wards

We are continuing to recruit, place and support volunteers within the children's wards in both Craigavon Area Hospital and Daisy Hill Hospital. These placements offer huge value in the delivery of service and staff within the wards are now undertaking supervision with the volunteers.

"We have volunteers on the ward 7 days per week and they all are a valuable asset to our service. The children and parents enjoy seeing the volunteers."

Key Worker

'Walk and Talk' with Surestart

The Volunteer Service has been working in with the Physical Activity Coordinator and Sure Start to support the 'Walk and Talk' volunteer roles. Progress from this service include:

- 2 volunteers recruited in the Surestart, South Armagh
- 2 volunteers in ARKE Surestart, Armagh
- 1 volunteer in Surestart, Dungannon
- 1 volunteer in Surestart, Coalisland

Volunteering within Mental Health & Disability Services

140 Active volunteers 2012/2013

Mental Health and Disability services really appreciate the work and support of volunteers. There are many volunteer roles within these services, all of them rewarding and all offering the opportunity to help people lead more fulfilling lives or to gain valuable experience in mental health and disability. Below are examples of volunteering within these services.

"The volunteer's placement with us has been a breath of fresh air and a complete success. We have been blessed that she has a natural gift of communicating effectively and respectfully with everyone she meets in her day here. Not only does this enhance the patient experience it also assures the staff that everyone who comes to our department is assured of the friendly greeting or appropriate redirection. We are delighted to have her. Thank-you."

From Key Worker

Library Support within Bluestone

A new volunteer role has been developed for a library support volunteer in the Bluestone unit. Volunteer currently in place.

Volunteers in St Lukes

2 volunteers are helping out with the 'Pets as Therapy' programme for patients in St Lukes. Three volunteers have also been placed in the Gillis Memory Services unit.



"We have a lot of fun and learn a lot from each other. I am also learning how to approach different levels of capability with understanding. I am looking forward to the next class as soon as the class is over. The staff are very helpful and hands on during the class which is great. I really feel like I am gaining a lot from and giving a lot to the people there. It is a win-win! Thanks so much for arranging this volunteer position. It has been a blessing."

Volunteer

Adults with a Physical & Learning Disability

We are continuing to recruit, place and support volunteers within day centres, residential centres, supported living centres and within day time opportunities. From January 2013, 46 volunteers have been placed in the Schools Project (24 N&M, 14 C&B & 8 A&D). These projects work with 7 schools to support short term focused volunteer placements for young people in day centres and supported living units. Volunteer placements include befriending, art, IT support, music and 1-1 support.

MAKING A DIFFERENCE

Volunteering within Mental Health & Disability Services cont...

Physical & Sensory Services

The Trust Volunteer service continues to recruit, place and support volunteers and key workers in day centres, supported living centres and day time opportunities for adults with a physical and sensory disability. Yet again these placements provide added value in the delivery of service for service users and staff.

Day Centres

The volunteer service in partnership with Social Education Centres have identified 3 new schools projects. 20 volunteers have been recruited, trained and placed within Appleby, Oakridge, Meadows and Edenderry day centres.

Volunteering within Older People Services 118 Active volunteers 12/13

Residential Care

The service continues to support the development of the intergenerational volunteering partnership between Cloughreagh Residential Home and St Paul's High School, Bessbrook. 10 young people have been recruited and have undergone volunteer induction training. Some of the placements include: befriending, art, poetry and gardening. Also in Skeagh House, Dromore 3 volunteers are placed and provide a befriending role to the residents. Plans are also in place to try and recruit mature volunteers to work one to one with residents in residential care settings. The volunteer service are currently advertising for roles for these positions and would welcome expressions of interest. Please contact one of the volunteer coordinators if you would like to be involved. Contact details on back page.

REACH

The REACH (Regenerating Environments and Communities Health) project aims to improve the health and wellbeing of individuals, families and communities throughout the Southern Area. A range of volunteering opportunities including Cook It!, volunteer support have been developed and placements made which is having an added value to the overall REACH programme.

Volunteering in Gillis Memory Unit

Volunteers are helping out with the 'Pets as Therapy' programme and Meet and Greet for the Memory Clinic at Mullinure hospital. Roles for the volunteers have been developed and training has been completed.

'Care in the Home'

The Trust currently fund the British Red Cross 'Care in the Home' scheme. This is a short-term care and support in the home for people after an accident or illness, giving them the confidence to continue their daily lives. The service can be provided following a stay in hospital or to prevent unnecessary hospital admissions. Currently the British Red Cross have 25 active volunteers with an additional pool of 10 as required within the southern trust area. In 2012/2013 114 referrals were received resulting in 100 people being supported by the scheme.



'My volunteer even rang up between visits to see how I was getting on'

'I would have had to go into a care home without the service...'

Partnership Working

Collaboration and partnership working is also crucial to the work of the Trust Volunteer service. Partnerships with Volunteer Now, A&D Community Services, C&B Volunteer Centre and the Confederation of Community Groups (CCG), Newry helps promote and support volunteering across the Trust area.

Within Armagh and Dungannon and Newry and Mourne the Trust funds two Good Morning Good Neighbour Services through A&D Community Services and CCG that provide:

- 80 (A&D) 163 (N&M) Good morning clients per quarter receive daily calls
- 39 (A&D) 87 (N&M) Good Neighbour clients registered for befriending quarterly
- Average 33 volunteers per month support delivery of service for both services A&D
- 29 Volunteers Good Morning and 63 Good Neighbour N&M

“The phone call makes you feel important and they are interested in your life and what you do. When I put down the phone I know they will call me again the next day. They are very good to me. I definitely feel less lonely because of the call “

Within Craigavon and Banbridge the Trust funds therapeutic volunteer placements for people with a disability through the C&B Volunteer Centre.

- 79 volunteer registered since 2011
- 68 in therapeutic placements
- 147 capacity building training days provided

‘I realised I was capable of so much more than sitting at home and after 6 months life skills training I am in a wonderful placement knowing the staff of the project are always there to help me’

Investing in Volunteers

The Trust Volunteer Service recently completed the Investing in Volunteers Quality Standards Health Check, a UK Quality Standard for organisations which involve volunteers in their work. Volunteer Now, a regional volunteer support organisation carried out the independent assessment.

The health check toolkit uses the Investing in Volunteers National Standard as the framework for good volunteer management practice and it assessed the policies and procedures for the overall management of volunteering within the Trust. Following the assessment, 5 areas for development were highlighted and these have now been addressed.

Denise Haywood, Director Outreach and Engagement, Volunteer Now said: “The overall result was very encouraging and the volunteer management practices within the Southern Trust are of a very high standard.”

Carolyn Agnew, Head of User Involvement and Community Development, Southern Trust commented: “Volunteering is a two-way process which benefits both the volunteers and our organisation. We are committed to supporting volunteers and we do this by providing training, developing fulfilling volunteer roles, reimbursing out of pocket expenses and formally recognising the very valuable role that volunteers play in enhancing the experience for those who use our services.”

Trust volunteers have commented on how rewarding it is to help others. One volunteer remarked: ***“It is just nice to brighten someone’s day.”*** Another said ***“It is good to know and feel you are doing something worthwhile for someone else.”***

MAKING A DIFFERENCE

Gallery



Volunteers who attended the Volunteer Celebration event along with Trust staff in 2013



Hospital Volunteers with Dr Gillian Rankin (former Director of Acute Services, SHSCT) and Gerardette McVeigh, Volunteer Coordinator, Craigavon & Banbridge locality



Volunteer Oliver McKee entertains clients in Lisanally Day Centre in Armagh over the Christmas period (2012)



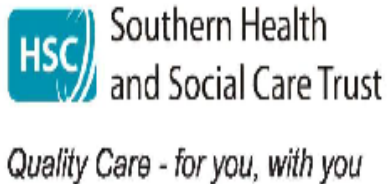
A Young Volunteer helps children during one of the summer scheme projects



Peer Breastfeeding Support Volunteers with Trust Staff

Volunteers Week

Volunteers Week took place the first week of June and below is an advert which was displayed on the Trusts desktop to highlight the benefits of volunteering among staff



Volunteers Week 1-7 June 2013

You can make a difference

Could volunteers complement your work?

The Trust's Volunteer Service can offer:

- support to develop volunteer roles
- recruitment of volunteers
- advice on the Volunteer Policy

Have you considered volunteering?

The Trust offers a range of opportunities to suit all skills, from mealtime support, activity leaders or simply offering a listening ear.

For further information, contact the Volunteer Service within the Promoting Wellbeing Team

Kate Johnston, Armagh & Dungannon

T: 028 3741 2116

E: kate.johnston@southerntrust.hscni.net

Gerardette McVeigh, Craigavon & Banbridge

T: 028 3831 1483

E: gerardette.mcveigh@southerntrust.hscni.net

Imelda McPolin, Newry & Mourne

T: 028 3083 4270

E: imelda.mcpolin@southerntrust.hscni.net

MAKING A DIFFERENCE

SHSCT Excellence Awards - December 2012



The Trust held its fourth Excellence Awards event on 05 December 2012 to celebrate and recognise the commitment, innovation and achievements of staff and volunteers. There were 9 award categories:- Raising Standards, Best Care Best Value, Working Together, Behind the Scenes, Anything's Possible, Views into Action, People's Choice, Lifetime Achievement and Community Service.



Finalist in the Working Together: Award for Excellence in Partnership Working, Breastfeeding Peer Support Service Steering



JOINT WINNERS of the Community Service: Award for Excellence in Volunteering, St Paul's High School, Bessbrook and Sabina Reel

Addressing guests at the event, Trust Chief Executive Mairead McAlinden said: *I am delighted once again to have the opportunity to recognise the excellent work that goes on in the Trust and to say thank you to all staff and volunteers for making a difference throughout this year. The variety of the 137 nominations this year reflects the diversity of our Trust, and the range of care and support we provide each year.*



Finalist: Fit 4 U Volunteers

Volunteer Resources and Support

What support is available for Volunteers?

- Volunteer Pack
- Volunteer coordinators
- Reimbursement of out of pocket expenses
- Training

What support is available for Trust Staff?

- Volunteer Policy and Procedures
- Volunteer poster and leaflet
- Adult Physical Disability Team Volunteer Leaflet
- Volunteer Policy and procedures training
- Key Worker

What support will I get?

When you volunteer with Southern Health and Social Care Trust you receive:

- Out of pocket expenses
- Support from the Volunteer Coordinator
- Information and training where necessary.

Did you know?

You can volunteer for as many hours as you like when you are receiving Social Security Benefits.

Interested?

Contact your local Volunteer Coordinator. An application form will be sent to you and the Volunteer Coordinator will arrange to meet with you to discuss volunteering options.

For further information please contact:

Imelda McPolin
Volunteer Coordinator, Promoting Wellbeing Team
028 3083 4270
Imelda.mcpolin@southerntrust.hscni.net
Covering Newry & Mourne Localities

Gerardette McVeigh
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"You can make a difference!"

Volunteer Information

training

HSC Southern Health and Social Care Trust
Quality Care - for you, with you

Volunteers Wanted

Are you...

Unemployed, retired, a student, a parent
- and want to try something different?

or, simply ready to take up a new interest and meet new people.

Have you considered Volunteering?

The Trust offers a host of opportunities to suit all skills and aspirations, from sighted guides to creche support, or simply offering a listening ear.

For further information please contact:

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"You can make a difference!"



MAKING A DIFFERENCE



**Are you interested in helping others?
Would you like to make a difference?
Then join us!**

The Southern Trust welcomes Volunteers from all walks of life and offers a host of opportunities to suit all skills and aspirations. **Do you have a particular skill or talent?** If you have a particular area of interest that you would like to volunteer in, tell us about it and we will do our best to explore the options available e.g. Can you play music, sing, dance? Do you have a talent in alternative therapies such as aromatherapy, hand massage? Do you have an interesting hobby such as collecting stamps, postcards. Do you have a gift for photography, card making, painting, knitting or crochet? Can you tell a good story or give a talk on local history. Whatever your gift or talent, please get in touch.

Trust Volunteer Coordinators Contact details

If you are interested in volunteering, please contact:

Imelda McPolin

Volunteer Coordinator,
Promoting Wellbeing Team
Tel: 028 3083 4270

Imelda.mcpolin@southerntrust.hscni.net

Covering Newry & Mourne

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