



Summer 2016

*V***Focus**

Great Ormond Street 
Hospital for Children
NHS Foundation Trust

**Volunteering at
Great Ormond Street
Hospital**

Welcome from Jamie Wilcox, Head of Volunteer Services



Hello everyone

I hope your summer has been good and you've all managed to have a bit of relaxing time.

There's been some interesting developments in the volunteering world, with a new report out from the Kings Fund about the value and impact of volunteering in NHS Trusts. Statistically, numbers of people volunteering across the UK has been stable, but what is interesting is the increase in young people (16 to 25) who are volunteering more regularly. At GOSH we continue to have large numbers of this age group apply to volunteer too—with approximately 60 per cent of our total workforce in the last year.

It's great to see people getting involved in their community and in this edition of VFocus we have a number of volunteers tell us their story of why they

volunteer at GOSH.

We look back at some of the events over the past three months, including the Summer Party and the Annual Staff and Volunteer Awards.

There's lots to be positive about in Volunteer Services, with our ever increasing number of individual volunteers as well as the charities and organisations that provide some wonderful services to patients and families. However, our challenge is to keep you all up to date with your mandatory training and in the next few weeks we will be starting to contact you all, so please look out for this.

Please do pop in to the office to say hello.

Best Wishes *Jamie*

Welcome Wave! A big hello to our new volunteers

GOSH Guides - Alexandra B, Ana, Anca-Debora, Cara, Clarrie, Cynthia, Georgia-Lily, Harry, Luisa, Maria, Noreen, Nurjahan, Paige, Sahar, Sandra G, Sandra H, Sharan, Sharon

Hairdresser - Nicola

Massage Therapist - John

Performer & photographer— Owl

Saturday Club - Alexandra G, Beth, Catriona, Charlotte F-S, Charlotte G, Dipna, Emma, Gillian, Monika, Rachel, Sara, Victoria, Zaynah

Movers and Shakers! Volunteers who have moved to new roles

Buddy - Charlotte R, Haajarah, Indira, Jackie, Marina

Craft Station - Amanda, Andrine, Anna, Ayan, Celine, Ellie R, Krystyna, Nafeesa

Dietetics Support - Gurpreet

PALS Support - Caroline

Patient and Parent Support - Catharine, Christine, Danielle, Elizabeth, Nicola, Sandra

Play Support - Annabel, Ayaat, Monika, Shirin

Reception (Lung Function) - Monica

Saturday Club - Ellie P





A Day in the Life of... Pauline, Guide Team Leader

When I retired from my teaching career I had the time to volunteer and was thrilled to be accepted as a GOSH guide.

Helping at GOSH, albeit in a small way, is a privilege. Families are so appreciative on being welcomed by a smiling guide and taken to their appointments, especially when late, relieving their stress.

The team of yellow shirts can be found helping everywhere in the hospital, in wards, play groups and clubs, activity centre and departments right across the hospital. Being a Team Leader for the GOSH Guides gives me great

pleasure, working with a wonderful team of people, getting to know people from all kinds of backgrounds, ages and beliefs.

I love helping new volunteers settle in, find their feet and confidence!

I also help out in the charity office and I am constantly amazed at the challenges and events undertaken by so many kind hearted people to raise millions for the children's care.

To observe the bravery of the children and the tenderness and love shown to them by their parents and families with such immense fortitude is humbling.



So it is not what I do for GOSH but what GOSH does for me that I find so rewarding.

Sizzling Saturday Club

Saturday Club just keeps getting stronger and stronger. With a growing army of dedicated volunteers (we now have 76 fantastic volunteers), we are able to run fun games and activities in the Activity Centre as well as teams of volunteers taking activities up to wards.



Every week, led by the Coordinators, Naomi, Cat and Anna, the volunteers look after dozens of patients and their siblings, as well as parents just needing a break away from a clinical environment.

With costume characters, princesses, therapy dogs, musicians, singers,



facepainters, sports people and artists the Centre is usually transformed into a hive of activity.

For many families Saturday Club comes as such a welcome relief to an otherwise boring weekend in the hospital environment.

"Our 3 year old has been in CICU (Flamingo) since 5th February. Her siblings visit every weekend. The Saturday Club has been amazing, I don't know what we would have done without it. The children love it and it enables my husband and I to have some time together."



"The Saturday Club is a great help for us parents and the kids love to go and play. As for them it is so much fun. Even back home they ask if we can only come to Saturday Club!"

"My daughter loved spending time in Saturday Club and it was lovely to be able to get a little break away from the hospital. Knowing she was happy and safe with the wonderful friendly staff - it's such a shame its not available everyday!"



Outpatients Craft Stations start

During this year's Volunteers Week, we launched our newest project—The Craft Stations. We opened the service in partnership with Outpatients, Play and Go Create! The service is being piloted for three months to see how it works and so far there has been very positive feedback.

The Craft Station teams provide a creative and interactive environment with arts and craft activities for patients and their siblings waiting for outpatient appointments on Hippo Ward at RLHIM. Parents are welcome and do collaborate with us and their children.



Creative interpretation is encouraged, always within safe limits! Patients aged 5 to 12 years like having some direction, and we offer a weekly group craft during which patients become curious about each other's creations, and share their resources. We created *The Wishing Well Tree* on the wall, and patients add crafts to the branches of the tree so it grows each week; they place their wishes inside the Well ("I wish everyone who comes to this hospital gets well"). Patients express their concerns privately and in a safe place.

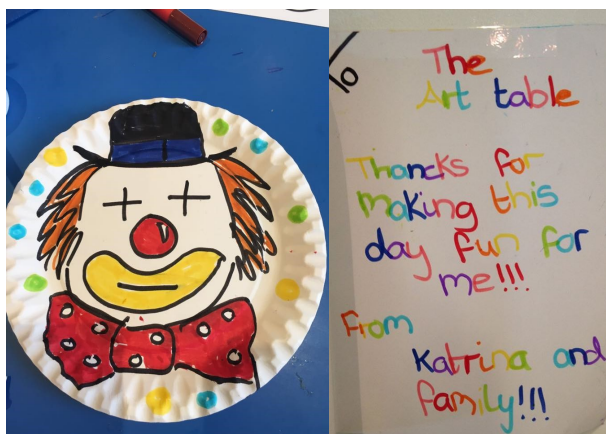


For the volunteers it is wholeheartedly rewarding to see the difference between the anxious and shy patient who approaches The Craft Station, and the smiling, relaxed patient who leaves proudly holding their drawing. We've already started having some positive feedback from parents about the Craft Stations:

"So nice that the kids have something fun to do while we're waiting, as there's often quite a long wait when we come"

"Really took their mind off the blood test they knew they were going to have to have after their doctor's appointment"

"It's nice that you're encouraging children to be creative instead of just relying on games consoles to keep them amused"



We choose a weekly theme and encourage patients to create crafts in their unique way. Patients aged 2 to 5 years might draw carrots as arms! We are child-centred, so nothing is ever wrong.



On two occasions, doctors have sat at The Craft Station and observed a patient's behaviour and competency, an ability to hold a pencil without being watched or judged, and this becomes fun for the patient instead of stressful.

Celebrating the patient's creations enables them to leave The Craft Station feeling more relaxed, and this makes the hospital a safe and fun environment. Patients often return to The Craft Station after their medical appointments to pick up their crafts, or even stay longer and do something else even though they are done for the day.

Children return each week to The Craft Station saying, "it's back!"



Queens 90th Birthday Summer Party

On June 15th, GOSH patients and families celebrated the Queen's 90th Birthday in grand style.

In partnership with Butlins, one of our corporate partners, our volunteers made sure that everyone enjoyed the event. We had themed arts and crafts including making crowns and fans, lots of games, facepainting, as well as the wonderful Butlins entertainers - acrobats and circus performers, supported by their famous Red Coats.

Our volunteers also took the party fun up to the wards for patients who could not come to the Lagoon, together with jugglers and the Butlins mascot bears Bonnie and Billy who were a huge hit.

A huge thank you to all volunteers who took part to help make it a special event. We'd like to also thank the volunteers from our corporate partners who helped out on the day.

We look forward to our next one at Halloween!



Surrounded by union jack bunting, royal paraphernalia, Royal Grenadier Guards and even a mini Big Ben, patients and families had their photos taken against a backdrop of Buckingham Palace complete with corgis and a throne!

The Young Peoples Forum, for the first time, provided a space for



teenagers, set out like a music festival, which included mocktails and fun games.

As a welcome break from clinical areas (wards and outpatient appointments), we had hundreds of patients and siblings, along with parents attend the event.



Dominic tells us about his experience

On Wednesday 13th July, Dom, a Badger Buddy was one of the guest speakers at the Schwartz Round. Here is his speech:

Hi my name's Dominic and I'm one of the Tuesday Badger Buddies. I started volunteering at GOSH in a Guiding role back in October 2014, moving upstairs to Badger ward in January last year.

My motivation to join the hospital came from my cousin Harvey, who successfully had a heart transplant here. Observing the staff during my regular visits (over a nine - month period) showed me a unique comradery. It was something I hadn't observed during my whole career and I knew right then that I wanted to be involved. A kind of thank-you from me for saving him. It took me years to have an opportunity to do so because of work. I had to get to a place where they'd agree to give the time off to help – harder than it sounds!

In my professional life I run a recruitment company. It's a challenging but hugely rewarding job and very different to GOSH. My life is pretty full which leaves me with only a few hours a day to myself. I give four of these every week to GOSH – why?

The rewards and challenges of course! By the very nature of giving my time regularly for free to something, you can easily conclude the rewards I experience must easily be outweighing any negatives and that's of course true. You'll never hear a volunteer saying 'oh well it's a job isn't it', as we're not being paid. Yes, we're in the hospital working alongside NHS staff, but we're experiencing it all from a slightly different angle - good and bad.

For me this really came to light



from the moment I arrived on Badger ward. Taken under the wing of Lizzie Penn (Play Specialist), she walked me through the challenges that lay ahead. She explained the illnesses I'd encounter, treatments, life on the ward, what the children were like, diversity, policies, procedures, infection control – boy did I feel daunted!!

Thrown in the deep end, the first child I looked after was a wonderful little 4-year-old girl. She was quite the character and all my fears vanished in an instant. My grin must have been ear to ear as we sat there in the play room drawing - it felt like she was looking after me! So this must be what the rewards of volunteering at GOSH feels like?

As the months went by, I realised it went way beyond that. Getting to know a patient and their family over an extended period of time, building rapport, familiarity, knowing what a patient likes was very important. Giving them some normality during all the clinical activity that surrounds them is of huge value. Hearing a child's parent say they were excited when they woke up just to see you, is so heart-warming.

And some days your volunteering is tough. One day I was sat there in my office, having a completely normal Monday morning, when a call came

through from Jamie (Wilcox) to say one of the patients I had been looking after and had a particularly strong bond with had died over the weekend. It felt like my office just melted around me. I told Jamie I was fine and I genuinely thought I could cope. The next day I popped into the volunteer's office to check in with Jamie. I burst out crying the moment he asked me how I was. It took over two hours with both him and Lizzie talking through my feelings before I could set foot on the ward. There it was, a reminder that GOSH is a hospital and children die.

I thought people would treat me differently because I'm not on the payroll, like I'm a kind of lesser employee. Not at all! I truly feel part of the team. The doctors, nurses, physios and cleaners, I know everyone and they all know me. Lots of hellos, lots of collaboration, all visible to the patients and families providing them that extra confidence they need. The volunteers on Badger even get invited to any socials outside of the hospital – they make you feel really included.

I'm at GOSH because I want to be, because it makes me happy and in turn it makes the patients and their families happy. I don't cure anyone, but I genuinely believe I contribute to making them better. I walk away with weekly memories that'll last my lifetime, forging bonds that'll never be broken and helping unify an amazing workforce, through an approach that comes from the heart. Sometimes it's sad, sometimes it's awful, but I've accepted that comes with the territory and although I'll never get used to it, I know I'll always have the support to deal with it. Because of GOSH, Tuesday will always be my favourite day of the week.



Staff & Volunteer Awards



hospital every day – and the judging panel had their work cut out to choose the winners. Human Resources Director Ali Mohammed, Chief Executive Peter Steer and TV presenter Gabby Logan joined forces to congratulate the award winners. We were very excited with the high calibre of nominees for the Volunteer of the Year, with this year's winner being Chaminda

- Jan Gordon – GOSH Guide Team leader
- Fleur Hambury – Specialist Patient and Parent Support
- Kamaldeep Mahil – Radio Lollipop Team Leader
- Lawrence Marshom - GOSH Guide Team leader
- NICU volunteers
- Mary Wallis – Outpatient (Bloods) Ward Host
- Pauline Adams - GOSH Guide Team leader
- Ryan Cord – Badger Buddy

Well done to the volunteers who reached significant milestones:

- Andrew Rush, Scouts and Guides and Sara Allenby who have both been volunteering at GOSH for 30 years
- Susie Evans who has reached her 10 year anniversary

A big congratulations to everyone



Stanislaus, the Chair of Radio Lollipop. Those nominated for the award were:

- Chaminda Stanislaus – Chair of London Radio Lollipop

On Monday 11th July the annual Staff and Volunteer Awards were held in the Kennedy Lecture Theatre. The venue was packed, with standing room only to celebrate the nominees and winners of all the awards. The past year has seen over 400 nominations from staff/volunteers, patients and families – testament to the extraordinary dedication our staff and volunteers give to the

Royal Parks Foundation Half Marathon

We'll have over 600 supporters taking part in the Royal Parks Foundation Half Marathon on Sunday 9 October.



We need your help to make the day a huge success! Help is needed out on the course at our cheering stations.

There will also be a post-race reception in our big marquee in Hyde Park near the Royal Albert Hall. We'll need you to welcome back our amazing runners, serve well-earned refreshments and lots more.

The Royal Parks Foundation Half Marathon takes place each October, starting and finishing in the stunning Hyde Park. Runners take part in the 13.1-mile route through Central London, taking in the spectacular sites of the capital and the beautiful Royal Parks. This year #TeamGOSH are on track to raise over £300,000 for the hospital. **Please email volunteering@gosh.org if you would like to get involved.**



Peter Roche's Story

My time at GOSH, as first a Volunteer, and then an Ambassador.

At retirement age a man can sit back or get involved with something different. I decided to follow my old Dad when he retired, by applying to a children's hospital. He worked for the last few years of his working life at Alder Hey in our home town of Liverpool, and he always said it was some of the best experiences of his life. Now I live in London, so GOSH was the obvious choice for me. However, after being a business owner and then a director of a big company I wasn't really prepared for the shock of being out of my comfort zone on the first training day of volunteering. As you would expect, having access to many parts in a high dependency children's hospital, a series of checks and training would be needed. The age difference however between me and most of the others in my first group training day, added to the fact that most were female, was for me - well a challenge to say the least.

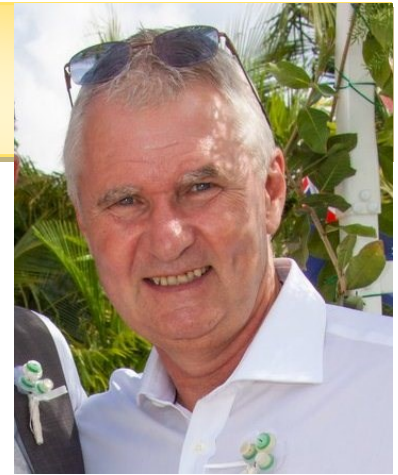
Now when you meet the two hospital employees responsible for the volunteers you immediately know that these two are special. Patti and Jamie immediately made me feel comfortable, they had read my C.V and wanted to welcome me and I settled down.

All that was now 3 years ago, and having completed my training and my first few months of 'GOSH guiding ', I was able then to really get involved in the hospital and now I feel I've contributed and helped this amazing place in a number of small ways.

The main reason has been the incredible Patti Hogan and Jamie Wilcox. They get to know all of their Volunteers and find their individual strengths and place them in areas of the hospital which allows them to flourish.

In brief, my contributions have been:

- Helping in the planning, and on the days of several hospital kids' parties.
- Helping in carrying out surveys of children's experiences as patients.
- Writing profiles of leading individuals in the hospital for the in house magazine.
- Writing articles of how important parts of the hospital function, including 'Food', ' Building Services', and 'IT'
- Helping the surveying and monitoring of heating and lighting usage in 12 wards, over a three month period, to reduce costs by introducing a staff understanding of how they can control their environment.
- Representing the Volunteers at an international health conference.



- Representing the Volunteers at the celebration of the latest new building at the hospital.

So the transition to become an ambassador at the same time, was for me an obvious thing to do. Having got to know the hospital from front, and back of house and written about it and met many inspirational staff all I had to do was become an accomplished speaker about GOSH.

The Charity staff again are hugely impressive people and in Martin Harris they have a person who also understands people and their strengths. To be approved as a GOSH Ambassador and represent this inspirational institution at schools, companies, college's, churches, temple's, dinners, sponsored races, and hospital events, has been a privilege.

So my first three years of retirement have been a surprisingly memorable time of my life. It has required me to find new skills even at my age and I'm proud to have found them and meet amazing people but most of all the wonderful children patients and their amazing parents, and hopefully I've helped in some small way.

To be recommended.



GOSH sings Les Miserables

(to the tune of Empty Chairs At Empty Tables)

Our resident poet and song writer (as well as GOSH Guide Team Leader) Lawrence Marshom, has written this fun 'song' - You must sing it to the tune. It's brilliant!

There are people that are giving
They are known as volunteers
Every week we have a new one...
And some are there for years

We are there to help the children
In our hearts that's all we know
We can help in many aspects
Try to show them where to go

From the wheelchairs in the corner
To the wards of VCB
You will always find a t-shirt
We are here for all to see

Oh my friends, my friends don't ask me
What we do is all for free
We don't need your recognition
Just voice to hear our plea



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We don't need your recognition
Just voice to here our plea

Pretty pictures on the windows
Shoals of fishes on the floor
If our time was not an issue
We would happily do much more

Oh my friends, my friends don't ask me
We've been here at GOSH a while
And the feeling's just amazing
When we see the children smile

Pretty pictures on the windows
Shoals of fishes on the floor
If our time was not an issue
We would happily do much more

Oh my friends my friends don't ask me
We've been here a GOSH a while
And the feelings just amazing
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As a valued Great Ormond Street Hospital volunteer we would like to warmly invite you to attend the

Annual General Meeting and Annual Members' Meeting 2016

Date Tuesday 11th October 2016

Time Registration from 5pm. Meeting held from 5:30pm-6:45pm (followed by a reception)

Venue Lecture Theatre Weston House. 63-67 Great Ormond Street. London.

Join us to receive the Annual Report and accounts and hear from the directors on the performance of the Trust in 2015/16 as we reflect on our activities, challenges and achievements over the financial year. We will also outline plans for the year ahead that seek to continue to improve services and the quality of care we provide.

Our Lead councillor will make a presentation on the work of the Members' Council and you can speak to your council representatives. Meet the executive team and browse Information Stalls including Research and Innovation, Quality Improvement, the new Electronic Patient Record Project and Membership and Patient and Family Experience opportunities before and after the meeting from 5pm-5.30pm and 6.45pm-7.15pm.

Contact us at foundation@gosh.nhs.uk to book your place and receive the agenda.

Are you a Trust member? If not it's easy to join www.gosh.nhs.uk/join



Accessible Information

The Accessible Information Standard came into force on 31st July 2016. It describes the steps needing to be taken to ensure that patients who have information or communication needs, relating to a disability, impairment or sensory loss receive accessible information and communication support.

It does not cover:

- Information and communication preferences as opposed to needs
- Provision of information to individuals who have difficulty reading or understanding information for reasons other than a disability, impairment or sensory loss – for example, dyslexia or low literacy not due to a learning disability
- Provision of information to individuals who lack the ability to read or communicate in English

All staff and volunteers should, of course, take steps necessary to ensure all children, young people and families can access and use the information we produce in order to meet the Trust's values of Always Welcoming, Always Helpful, Always Expert and Always One Team.

Currently, we do not have a centralised method of recording communication and information needs, so this should be noted locally.

Communication support

British Sign Language and **Finger Spelling** for deaf-blind children can be ordered through the BigWord in the same way as interpreters for languages other than English. Details are available on GOSWeb at:

goshweb.pangosh.nhs.uk/corporate/corporate_facilities/Pages/Interpreting.aspx

Support for children and young people with **learning disabilities** is available from our Nurse Consultant – Learning Disabilities by emailing jim.blair@gosh.nhs.uk or calling extension 8465.

Information in alternative formats

All information is available on the GOSH website at

www.gosh.nhs.uk/medical-information-0

Large print is defined by the Royal National Institute for Blind People (RNIB) as being produced in font size 16 to 18. We have designed our information sheets and leaflets so that when expanded and printed on A3 paper instead of A4, the font size increases to large print size.

Braille and **Moon** are tactile codes that can be 'felt and read' by the fingertips. BigWord can supply Braille and Moon versions of information on request using the same process as ordering non-English information.

Audio versions of information sheets are those simply read out and recorded either on compact disc or as an MP3 file. Audio versions can be produced on request but will take up to 48 hours to record.

Text to speech synthesizer software is commonly used by people with visual impairment. It 'reads' aloud the text on a web site or Word document but is less reliable at reading PDFs. The GOSH website has been optimised to be able to be read by text to speech synthesizer with descriptive tags added to images.

Easy Read format is an accepted format of information with certain rules – these are available on request from the Health Information/Language Manager. At GOSH, we use a system called Widgit™ which is widely used in schools and hospitals. Development of Easy Read versions of existing information can be requested from the Health Information/Language Manager but will take up to 48 hours to produce.

British Sign Language (BSL) is a language in the same way that French is a language – it has its own vocabulary and syntax (the way that sentences are arranged). GOSH can provide BSL interpreters for appointments and admissions, but will need as much notice as possible as there is a UK-wide shortage of qualified BSL interpreters. Remember that there are regional differences in sign language – for instance, American Sign Language is very different to BSL. Sign Supported English (SSE) is similar to BSL in that it uses the same signs but the syntax follows that used in the English Language.

Makaton™ is a language system that uses signs and symbols alongside speech so the syntax is the same as in spoken English. Children and young people with learning disabilities at GOSH often use Makaton™ to communicate – further information is available from the Speech and Language Therapy department.

Further information

Contact Beki Moulton – Health Information/Language Manager by email to beki.moulton@gosh.nhs.uk or call extension 8558.





GOSH Charity News

WE KNEAD YOU

Hold a bake sale and raise some dough for GOSH between 17 and 23 October.

Help us spread the word by letting your fellow volunteers and contacts in the hospital know about our exciting baking week.

Sign up today by visiting bakeitbetter.org to receive your free bake sale kit containing fun stickers, cake toppers, balloons and much more.

This year our amazing Bake it Better star, GOSH patient Rafe, will be holding a bake sale in his local church. Rafe was diagnosed with a brain tumour when he was just four years old. After receiving life-saving surgery at GOSH, Rafe is now holding plant sales in his garden and raising money through his annual bake sale.



Queens 90th Birthday Celebration

On Sunday 12 June we invited 14 very special guests to

join us in celebrating the Queen's 90th birthday at a huge celebratory street party on the Mall. Not only was the event celebrating Her Majesty's 90 years but also her important role as Patron to over 600 organisations including Great Ormond Street Hospital. Among our guests were volunteers, GOSH families and fundraisers.



Charity Ambassador Carol (pictured here with her son, Matthew a GOSH patient) tells us a little bit about the day and why it was such a special occasion for her:

"It was a truly memorable event and something that will stay with me for a long time. 14 years ago on 12th June 2002, I was in London having tests on my unborn baby by the GOSH cardiologist Dr Yates at UCH unsure of what the future would hold.

Thanks to the world class skills of the GOSH cardiac team, I was able to return to London 14 years later to the day, for this wonderful celebration of all the charities for which the Queen is their Patron and enjoyed watching the parades with my son, Matthew. The rain didn't even dampen our enjoyment of the day."

Sheila, another of our guests, has been volunteering for the charity since the Wishing Well appeal. She attended with her sister, Kathleen and was particularly excited as she remembers sleeping out on the Mall for the Queen's coronation.



All of our guests were so excited and it was an incredible honour to be part of such a historic celebration of the Queen and the organisations she supports with her patronage.



Thanks & Final Thoughts

Please remember:

Collect your Emergency Phone Number cards from the Volunteer Services Office or from your organisation coordinator.

Don't forget to sign in every time you come in to work in the hospital—either in the main sign-in book at main reception or the sign-in sheet for your activity/organisation.

Everyone must wear a name badge whilst working in the hospital—please ensure you have yours so patients, families and staff know who you are!

Thank you:

“The volunteers on Bear [ward] are as much a part of our team as any other staff member. They are all keen to help in any way possible – whether this is holding or sitting with a baby so that anxious parents feel able to leave the ward to have lunch or a coffee break, sitting with a child whose parents are unable to be present, helping to deliver lunches to patients, fetching vital supplies from other departments or simply being there for someone to talk to, they are all hugely important to the ward and the way that we work.

We're also lucky enough to have

had, at various times over the last few years, the services of hairdressers, masseuses, reflexologists, hairdressers and manicurists – all able to provide that little extra to help relax and distress parents on the ward, or arrange haircuts for our children who can be with us for up to a year or more.

All done with a smile on their face and a sympathetic ear for whoever needs it – be that parent, child or staff member.”

Carolyn Akyil, Ward Sister

Special thanks to these volunteers:

Malcolm , Rachel and Pauline for putting together two new ward lists and useful information for GOSH Guides. If anyone would like one, you can find these in the Volunteer Services office.

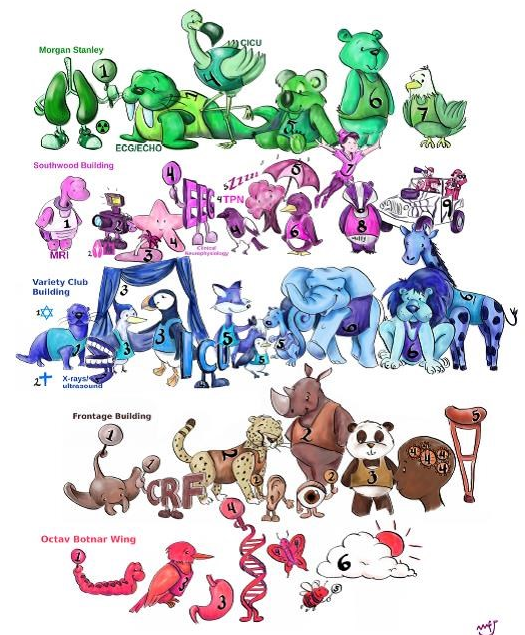
Also a big thank you to Maria Fernanda Moreno for producing the character version of the wards:

Guides have said this is a really helpful way to remember wards and certainly a great way to ask patients which ward they are looking for!

Remember GOSH Always Values:



Guide for Guides



The Next V-focus will be out in November. If you want to get involved, please contact Patti

Editorial team: Jamie Wilcox, Patti Hogan and thanks to all the contributors

Thank you to all the volunteers at the hospital! Your continued support means that so much is possible!

