



November 2016

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

It's been a busy few months for Volunteer Services, with lots of work on updating everyone's training—more about that a bit later. Within this edition of VFocus we focus on a couple of our partner external organisations, highlighting the work they do and the importance of GOSH having a varied and diverse mix of support and entertainment for patients and families. The organisations are Pod entertainers, who have been entertaining our patients and families for many years and one of our newest organisations Caudwell Children, who provide important support for families with children who have disabilities. A lovely and interesting read.

As we head into winter, please remember to look after yourself and ensure you observe Infection Control procedures. If you are feeling unwell, you are probably best not to come in to volunteer. Occupational Health are still offering the Flu jab, so make sure you get your appointment and get protected.

I want to thank all the volunteers who have been quick to update their mandatory training. The department is now 75% compliant! If you have had an email from me about reading the update document but not completed this update, please do as soon as possible. We are keen to hit 100% compliancy.

We continue to get very good feedback from patients, families and staff. Look out for feedback on our Facebook page and at the back of this newsletter. A special mention and huge congratulations to Ian Bernstein, from Bear Ward, who won the July staff and volunteer award—The GEMS. A wonderful achievement—we're all very proud!

Early next year we will be sending out the biennial

Volunteer Satisfaction Survey.

This is a way we hear from you about your experiences and get suggestions about how things can be improved. Make sure you look out for this and respond as quickly as possible.

We have decided to not hold the Christmas party in the same way this year. It was always difficult to get a day and a time that most people could attend, so invariably only a percentage of our huge volunteer team would be available on the date we chose. So this year, we are going to hold a series of small lunchtime parties! From Wednesday 14th to Wednesday 21st December, please pop in to the Volunteer Services office between 12.30 and 1.30 for mince pies, chocolates, cakes and (non-alcoholic) mulled wine.

Best Wishes *Jamie*

In this issue Focus

- ★ Page 2: Day in the Life and Meet our new volunteers
- ★ Page 3: Meet two special charities
- ★ Page 4: Pod Entertainers
- ★ Page 5: Operation TLC
- ★ Page 6: Halloween parties
- ★ Page 7: Diwali party and Brian's 80th
- ★ Page 8: Jess's story
- ★ Page 9: SHOW your values
- ★ Page 10: Charity page
- ★ Page 11: Thank You's





A Day in the life of... Jennie Wellbelove, Team Leader for Wacky Wednesdays Radio Lollipop

I've been volunteering at GOSH as part of Radio Lollipop for over nine years, seven of which I've been a Team Leader on a Wednesday night, and two and a half years ago I became Play Coordinator too.

Part of the reason I wanted to volunteer was because a family friend has two children who have been in and out of GOSH since they were born. I could see the amazing work the hospital does and I wanted to do something, however small, to support that work.

I loved the idea of Radio Lollipop being there in the evening when the day staff had gone home, to take over and entertain the children, hopefully giving parents and nurses a break for a little while. So I started and never looked back. I love what we do and all the Radio Lollipop volunteers are fantastic, giving up their evenings or weekends to visit on the

wards. After a long, sometimes stressful day, visiting the children really gives you some perspective about the most important things in life.

We have a fantastic group of volunteers; everyone is unique and brings something different to their team.

The role of the Team Leader is to support and encourage the other volunteers, to ensure everyone knows what's expected of them on the wards and that they feel comfortable with what they're being asked to do. We assign everyone in pairs to wards, where they go and play games and create amazing things out of paper plates and lollipop sticks. We have a theme each week to tie in the ward play and the radio show and as Play Coordinator it's my job to make sure we've got some great activity stuff to use with the themes, as well as making sure all our boxes of



crafts are well-stocked, and coordinating play activities for any parties we hold. I think some of our volunteers believe I live in the stock cupboard, I'm there so often!

Keeping Radio Lollipop running is a big operation and our volunteers give up a massive amount of their time, alongside their busy day jobs, to make things happen. It sometimes feels like having a second full-time job but I do love being involved and would miss everyone so much if I gave it up.

Welcome Wave to all our new volunteers!

GOSH Guides — Carol, Darleny, Emanuela, Jenisha, Kalpana, Lindy, Marisa, Szilvia, Vanessa, Yoko

Hairdresser - Massage Therapist — Guilia,

Saturday Club — Abra, Emily, Nina, Sonia, Sujata, Tajinder, Victoria

Movers and Shakers! Volunteers who have moved to new roles

Activity Centre—Ann

Baby Buddy— Natasha

Badger Buddy — Ali, Anca, Armand, Luisa,

Eagle Buddy — Sarah, Sasha

Hedgehog Buddy — Anita, Mariah, Rue, Sahr, Sharan

Chaplaincy — Rachel

Craft Station — Saffron

PALS Support - Tigi

Patient and Parent Support - Catherine, Christine, Danielle, Elizabeth, Louise, Nicola, Sara, Sue

Play Support - Lynsey, Priscilla, Shumell

Saturday Club - Darcy, Laura, Shifa





Caudwell Children Family Support

Caudwell Children is a national charity that provide a range of services for families with a child with disabilities. We provide monthly drop-in sessions on Thursdays in the Lagoon.

The Family Support service is for patients up to 18 years old. Young people older than 19 can access CAN (Child Ambassador Networks) until they are 25 years old.

One of the strengths of our organisation is that we work nationally, so families needing to access other hospitals for other treatment can still be supported by one of their teams.

Caudwell Children look at the impact of this on the rest of the family and what respite support we can find for siblings or other children within the home that

might have another condition.

We are equally not tied down to the length of time that we work with families, and there is crisis intervention as well, allowing families to come back on any occasion as their child develops and things change within the home.

A lot of our work is about prevention so we try to make as much of an impact as we can when working with the families, their extended families, foster parents and legal guardians.

As with a lot of external organisations such as Caudwell Children, there are guidelines and criteria for who we work with and support. Caudwell's main criteria is that families need to be on less than 45K gross salary. We still work with any family above this threshold, but with limited support. Caudwell offer

families access to trikes, powered chairs, specialist buggies, car seats, and also various therapies. We will pay 80%

cost of the equipment and that then belongs to the family. We can also provide sensory equipment including specialist packs for children with ASD.

The Family Support Team work closely with families either in the home or supporting at meetings, in law court—as an unofficial advocate, accessing other services, attending CIN and CP case reviews, supporting with housing issues, financial problems, benefit issues and so many other issues that the family as a whole might face.



Spreading a Smile to GOSH patients



Spread a Smile took thirty-four families of children receiving treatment at GOSH and UCLH for a fabulous visit to the new musical Aladdin on 13th October.

The guest list included all ages, with invitations also extended to siblings and parents.

Twenty-one of the families were guests from GOSH from Safari, Eagle and Lion wards. All those invited received a goody bag and an ice cream in the interval.

Nicola Carter, mother of Ellen from Eagle ward, wrote: 'I wanted to say a huge thank you from the Carter

family... it was absolutely amazing. We were still humming the tunes on the way home on the train! Most of our journeys on the train are to go to GOSH; it was nice to be able to go up to London knowing

and colourful show.

It was a great way to finish our day of appointments at GOSH and a great contrast to all of the medical stuff! We all thoroughly enjoyed it.'



there were no blood tests to be done!'

Julie Williams-Lourenco, mother of Lara, wrote to say 'a huge massive thank you for inviting us to see Aladdin yesterday! Lara was enthralled from start to finish. What an amazingly brilliant, vibrant

Lynsey Steele, the Play Specialist on Eagle Ward said: 'Spread a Smile are fab! Thanks for all the trips throughout the year. It really makes a big difference to all the kids and their families.'





Pod at GOSH



Pod believes that happy children get better quicker. We make children in hospital feel happier by providing entertainment. We're called Pod because out of a pod come seeds - the seeds of fun, laughter and feeling better.

In 1977 when Pod was founded, hospitals gave less thought to the emotional needs of sick children. Longer stays were common, visiting times for parents were restricted and outside stimulus for children in hospital was almost unheard of. David Jamilly, Pod's founder and now Chair of Pod's Trustees, believed in the fundamental unity of health and happiness. Together with GOSH, he decided to put his beliefs into practice.

David takes up the story...

"I believe it was September of that year for the first show. There was a wonderful, enthusiastic member of staff at GOSH, Penny, who was our first GOSH contact and she had a visionary belief as we did, in the value of play and laughter for children in hospital and helped trail blaze the way."

"The monthly shows took place in the Great Hall (which was a big old room on the ground floor) and were attended by between 50 and 100 children on average. The children were brought in from all recesses of the hospital and the laughter could be heard throughout the hospital!"

"The shows were very successful and within a few months, Pod was asked to attend the isolation wards and outpatients as well. Pod started at some other major hospitals of the time - The Middlesex, Paddington Green Children's and Queen Elizabeth Children's Hackney, and as the news spread, other hospitals started asking for visits."

"Pod started more or less

simultaneously with the Hospital Play Movement. Play specialists were first appearing as a feature of day to day life in children's hospitals. GOSH was the initiator and helped pave the way for Pod and the value of play to spread to hospitals nationally. At that time the concept was quite innovatory and play was not fully accepted as a potential major benefit by the traditional medical profession of the time."



Margaret Munford became Pod Administrator in 1991. She continues the story...

Going to a Pod show at Bart's Hospital back in 1991 was a life changing experience for me. Magician Patrick Jacobs (Potty Patrick) was working his magic, the children were fully engrossed and the look of delight on their faces, the smiles and shrieks of laughter were a joy to behold. Could this really be a hospital? If so, then other hospitals should have the same. I knew then that Pod just had to grow. But how? Fourteen years later GOSH helped pave the way. Pod needed to plan for a BBC Lifeline Appeal and having secured Cilla Black for the appeal, the next step was the venue. Where better could it take place than at GOSH but we doubted whether this would be easy.

Fortunately the Play Coordinator knew the value of Pod and she worked wonders in getting approval for filming to take place in the large school room.



We had to limit the audience as so many children and parents wanted to join in. Patrick Jacobs entertained around 50 children, parents and friends. Cilla, sitting in the front row, asked viewers to help Pod so that children in other hospitals could benefit from a Pod visit. And hey presto - Pod visits in hospitals outside London began.

Since then Pod has indeed grown!

Pod's original entertainers have been joined by 50 other children's entertainers who currently provide around 2,800 sessions a year in 150 hospitals and hospices covering the whole of the U.K.

Pod entertainers lighten the atmosphere, they distract children (albeit for a brief time) from what is happening to them and from worrying about the difficulties that may lie ahead. They enable children and their families to escape from every day hospital life, do the sort of things children like doing and have fun together.

Over the last 39 years Pod has made thousands of smiles and we know how much this is appreciated by the positive feedback we get from hospitals and from parents, as they relax while watching the smiles on their children's faces and from the children themselves, who just wish it was a Pod day every day.

Times have changed dramatically and Pod is proud to have been part of the progress in the thinking, attitude and approach to children in hospital.



Operation TLC

In this article, Operation TLC team member Abi tells us about Operation TLC and how volunteers can get involved to help to GOSH create healing environments.

Volunteers are a core part of GOSH and add real value to the patient and family experience. We know that volunteers are incredibly busy, but did you know that there are three easy things you could do to improve patient experience that won't take you any extra time?

What you can do -

1. Turn off lights in empty rooms
2. Open blinds when appropriate to let natural light in
3. Turn off unnecessary equipment (such as TVs in empty rooms)

Since 2014, staff across the hospital have been taking part in our campaign Operation TLC. Operation TLC looks at how the conditions on a ward (light, heat, noise) impact patient, family and staff experience, and helps staff to create a more healing environment on their ward.

We're asking volunteers, when they can, to take these three simple actions to support Operation TLC when you're out and about at GOSH



Above:: Operation TLC mascot, Mr Switch It, pledging to support Operation TLC at an event in the Lagoon on NHS Sustainability Day.

These actions can have a huge impact on patient's rest and recovery and save energy and money for the hospital.

Operation TLC has already seen a lot of impact at GOSH. Staff and patients have reported increased satisfaction with lighting on the wards, and lights in empty areas are being turned off 11% more often. In the labs, we've achieved a 25% improvement in equipment being switched off. With your help, we can make this even better.

"Look - That bedroom light is off, that bedroom light is off, the benefits are easy to see."

Ward Sister, May 2015

Operation TLC works so well because it benefits patients, increases staff morale and saves energy. At GOSH, the success so far has been down to hospital-wide involvement and hard work and we're looking forward to seeing what more we can achieve over the next year.

If you'd like to find out more about Operation TLC or sustainability at GOSH please email carol.mitchell@gosh.nhs.uk



Above: GOSH volunteers, Peter Roche and Valerie Clyne, with their thank you certificates after supporting Operation TLC in 2015.

Interesting FACTS about GOSH

Did you know?

For every pound that was donated to Great Ormond Street Hospital Children's Charity in 2015/16, 73p went directly to support the hospital, 1p was spent on governance and administration, and 26p was spent on raising income to support the hospital.

Find out more about the work of the charity and how it supports the work of the hospital at the Charity Desk outside The Lagoon or visit www.gosh.org



Halloween Parties at GOSH



Patients and

families were treated to two parties for Halloween this year. The first was the Radio Lollipop Party held on 31st October, which saw lots of children and young people attend their ghostly event in the Activity Centre. This helped set the scene for the GOSH Halloween party the next day.



At the day event, there were so many different activities on offer – even a teenage haunted house with gruesome looking mocktails... ‘vampire blood’, ‘jelly brain’ and ‘lime slime’ - lovely! There was also an opportunity for the teenagers to take a scary skeleton ‘skelfie’.

For the younger children, they could decorate their own witch’s hat, have their face painted and their picture taken in the magic mirror. One patient said he was going to wear his hat home on the tube! Our fun scientist also taught patients how to make gooey slime and loud poppers from dry ice.

For those patients who couldn’t come down to the Lagoon, they definitely didn’t miss out on the fun! The volunteers brought the party to the wards offering lots of arts and crafts, spooky temporary tattoos and games. Pauline, a Team Leader, said: “the children on the wards were so excited and it was lovely to see them occupied decorating the witch’s hats.” One patient, who was upset that he was too poorly to go down to the Lagoon said that the volunteers “made his day” when they came and did arts and crafts and played games with him at his bedside.

We made sure that everyone who wanted to take part could be a part of our fun! A big thank you to everyone who helped out.



Patients, siblings and even parents enjoyed dressing up in spooky outfits and the volunteers running the event certainly enjoyed the dressing up too!

With lots of appropriate music and specially decorated venues, the atmosphere was spooktastic!





Diwali Awareness

Working as 'One team', Volunteer Services, the Patient Experience and Chaplaincy Team put on the first Diwali Awareness Event in GOSH on Friday 28th October held in the Lagoon.



There was a good turn out on the day and there was plenty for them to do and enjoy.

The energetic and colourfully dressed Bollywood Dancers performed to upbeat Eastern Music and also had workshops, which was enjoyed by the children and young

people and the adults.

With lots of things to do, many children got involved: There was a variety of arts and crafts provided by Rays of Sunshine and a volunteer doing henna with beautiful designs. We also had a face painter provided by Spread A Smile who was on the go from the moment she arrived as there were a lot of people wanting their face painted with wonderful designs.



Additionally the Crocodile Club volunteers got involved providing more arts and crafts with a Diwali theme.

With delicious Diwali based savoury snacks and sweets provided by our Catering Department, which all enjoyed very much, the first GOSH Diwali Awareness Event was a huge success and the feedback received from the parents was very positive.

Brian hits 80!



Girlguiding UK



Brian Gyngell has been a volunteer at GOSH for nearly 30 years, and recently celebrated his 80th birthday in the hospital with Scouting and Guiding friends.

He first came along to the 17th Holborn because of the Wishing Well Appeal. He offered to make pin badges to sell for fundraising and delivered them to our meetings until it was suggested to him that he stay!

Those badges contributed to the £850,000+ that was raised by Scouts and Guides for the Wishing Well – in today's money, that's about £2.2 million.

Brian has lived in and around Haringey for almost all of his life, although his family comes from South Wales so it wasn't particularly difficult for him when he was evacuated there in the Second World War!



In all that time, there have been quite a few changes (not all for the better, as he will tell you). Health and safety took a back seat when as a child he rode on the footplate of the trains that used to run up to Alexandra Palace, and when he and his friends were dropped off between stations in order to get to Tolmers Scout Campsite.

Brian is known in Scouting as a "badger", because he collects Scout

and Guide badges that are issued in the UK. This means that he has *hundreds* (perhaps thousands?) of badges – we're organised into Divisions, Districts and Counties, and their borders and names change, designs are revamped and reissued, and the number of threads around the edge can vary!

Over the course of 30 years Brian has been (and continues to be) our most reliable attendee. It's a rare week when he's not here, and the children who come back every so often are always glad to see him. He is committed to Scouting both in the Hospital and in the mainstream (every week he goes to Scout Park Campsite to do repairs and odd jobs) and often reminds us to think of "the child first and always".





Jess's fundraising journey



Jessica Taylor's Story—My fundraising for GOSH in memory of my daughter Anna.

In February 2012 my one year old daughter Anna was admitted to GOSH. She had been a healthy baby and developing normally but at 11 months she had a seizure out of the blue and was rushed to hospital. No one knew what the matter was. When her condition worsened, she was transferred to GOSH where she received a diagnosis of Mitochondrial Disease: a genetic illness for which there is no treatment and no cure. Anna died 2 weeks after her diagnosis, aged just 14 months.

We knew straight away that we wanted to fundraise for the hospital because Anna had received such loving care there. With the help of GOSH Charity we set up The Anna Lewis Brighter Future Fund, and we asked that all the money raised go to the Mitochondrial Research Group, in the hope that one day other families would not have to go through what we had.

We set an initial target of £85,000 to fund some diagnostic equipment but when we reached this in a year we revised our target to £250,000. It was ambitious but we believed we could do it with the help of family and friends.

Since then we have done just about

every type of fundraiser you can think of: family fun day, swimathon, head shave, cake sales, a Ball, numerous walks / runs / climbs. By the beginning of this year we had raised £190,000 and I felt that with one big push we could reach that quarter of a million target this year. But I was going to need help.

In 2014 I ran the Royal Parks Half Marathon along with four friends, and last year my husband did it with another 19 people. I had an idea: if I could get 100 people to run it with me this year, each raising the required £350 for GOSH, we could raise £35,000 as a team! So I set about recruiting: first friends and family, then friends of friends...I managed to get around 40 signed up but there was still a way to go. So I wrote to my local paper and they printed my appeal. A few more signed up. I then asked a local running club if they could help and around 12 of their runners signed up. Slowly but surely, I got there.

I volunteer on Bear Ward as a Patient & Parent Support volunteer and even one of the nurses joined the team! On Sunday 9th October 108 people running as 'Team Anna 100' completed the 13.1 miles around London's Royal Parks.

It was a very emotional day. Seeing over 100 people with 'Team Anna' on their GOSH running vests was an incredible sight.

Amazingly, we not only raised our £35,000 target but we almost doubled it, with over £67,000 raised so far and with some money still to come in! We passed our target and our fund total currently stands at just under £270,000.

I am so proud of what Anna has achieved in her short life.

Through The Anna Lewis Brighter Future Fund I really hope that we can play a part in finding a cure for this cruel illness that is thought to affect 1 in 200 people to some degree.

Our fundraising doesn't stop there: we'll keep going until a cure is found.



Interesting Facts about GOSH

Did you know?

GOSH has relied on charitable support since it first opened in 1852. One of our main sources of income is the GOSH Charity.

The GOSH Charity raises about £100 million every year to help rebuild and refurbish the hospital, buy equipment, support pioneering research and fund important patient, family and staff projects, such as Volunteer Services.

We are extremely grateful for the work of our Charity and the generosity of donors and partners.





Smile
Hello my name is
Offer to help (or say what you're doing)
Ask **W**hat's your name?

Always



Christmas Cards have now launched in the shop in the Lagoon and are already flying off the shelves.

We know that many people would like to support the charity but aren't able to make it to the hospital to purchase cards so this year we're offering volunteers the opportunity to pick up packs of cards to sell to friends and family. Sets of 10 packs of cards (10 packs of 10 cards) which have a retail value of £45 will be available for a deposit of £15, with the remainder of money raised able to be returned after the cards are sold.



100% of the profits from the Christmas Cards go to support the work of the hospital so it's a great way to support the hospital and get in the Christmas spirit. If you're interested in selling cards to your friends and family please contact Cliona Duffy, cliona.duffy@gosh.org to arrange collection of your pack.



**London
Santa
Dash**

A 5K OR 10K festive RUN

Run together this Christmas and make a difference.

**Sunday 4 December 2016
Clapham Common**

londonsantadash.co.uk

SIGN UP NOW

Great Ormond Street Hospital Children's Charity. Registered charity no. 1180026.

The Charity are very keen to understand how well they are communicating with staff at the hospital about the work of the charity and how staff can get involved or direct other people to get involved. To help reach staff who don't have regular access to computers they are looking for volunteers to help fill in paper surveys. If you can spare any time over the next month please contact Rachael Job in the charity on 020 7239 3109 or stop off at the Charity Desk outside The Lagoon and speak to Helen and her team. The desk is open Monday to Friday from 10am to 4pm.

As a thank you for taking part, all those that fill in the questionnaire before the 20th December will have the opportunity to be entered into a prize draw to win luxury products from YSL, L'Oréal and Urban Decay.



Thanks & Final Thoughts

Please remember:

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!

Let us know if you are having any time off over the Christmas period, so that we can plan volunteer coverage.

Goodbye to Sara Allenby

It was a sad good bye as Sara, who has worked on Urodynamics and in GOSH for more than 30 years retires. Then department had a lovely send off party, with plenty of bubbly and food. Sara was popular and received many farewell gifts for her service. Sara's parting words were: "I had the most wonderful experience and feel very humble having worked next to these brave children."



Thank you:

I cannot begin to tell you about the remarkable team of volunteers who helped out with our event. They absolutely transformed the event. Parents, Grandparents and other family members were free to focus on the discussions and talks because they were so happy and relaxed seeing the standard of care offered by Saturday Club staff and volunteers.

Your volunteers were so inspiring - none of the children needed or wanted their parents to be involved with the fantastic activities on offer. Some of these children have serious behavioural issues but you would never have guessed it by the way your volunteers organised and played with them - finding activities that were perfectly suited to each individual. Your volunteers allowed the adults to really concentrate on this special day without feeling constant anxiety about their children, which, for this particular group of families, was an extraordinary gift.

Countless families who had travelled from across the UK to be with us on Saturday were so grateful for this support. I was particularly pleased that these children could come to GOSH and have a truly happy time. I worry that otherwise they associate this place with less pleasant experiences.

Thank you and thank your volunteers— for such generosity and kindness. The Saturday they gave up for this group of children

meant so much to clinicians and families alike.

Juliet Leigh

Specialist Speech and Language Therapist.

Developmental Epilepsy Clinic.
Sturge Weber and
Neurocutaneous Clinic



Smile
#Hello my name is
Offer to help (or say what you're doing)
Ask What's your name?

Always
Welcoming Helpful Expert One Team

The Next V-focus will be out in February 2017. If you want to get involved, please contact Patti

Editorial team: Jamie Wilcox, Izzy Martin, 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!

