



Winter 2014

VFocus

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 and happy New Year! Welcome to the new look VFocus - with our new brand and logo. Hope you've all had a nice break and looking forward to the new year ahead. There's been plenty of news over the past 3 months and some interesting developments to be aware of coming up too.

Thank you everyone for your votes on the new Volunteer Services logo. It was certainly a tight finish, with both options very popular. It was also good to hear people's opinions about why they thought a certain option should be picked. But in the end the solid colours logo won - by just two votes!

You will know by now our CEO, Jan Filochowski has stepped down from his role and we have an interim CEO, Mr Julian Nettel - please see article on page 2. We welcome Mr Nettel and look forward to working with him.

In this edition of VFocus we review the last few months and the events and parties. Lots has been happening! Not only have we had Halloween parties and end of summer festivals, but Christmas and New Year have just been too.

Volunteers helped in all of those events and with Christmas we've had volunteers decorating wards and helping to wrap hundreds of presents for children. Then to finish off the year we had our Christmas party, which was well attended and lots of fun was had.

A special mention about our Stephanie and James, who both stood for election to the members council. Unfortunately they didn't win, but it was great to see volunteers getting more involved in the Trust. Well done to both.

A gentle reminder - Volunteers attending and committing can be a challenge for the Trust, as we see some people not communicating well and not being very reliable. Please remember your commitment. It's vital to staff, patients and families. If you are unable to attend your regular shift just let us know.

With the volunteer programme bigger and more complex than ever, we look forward to an exciting year ahead.

Best Wishes *Jamie*

Welcome Wave! A big hello to our new volunteers and congratulations to those who have gone on to do new/additional roles:

Activity Centre - Charlotte, Kartik, Sarah M

Admin - Ann, Chris, Galina

Badger Buddies - Aaron, Amy, Banshi, Cleo, David, Farzana, Hayley, Katie, Ketan, Lizzie, Saima

Crocodile Club - Ludo, Mirko, Sarah B, Sarah G

GOSH Guides - Abbey, Amy M, Anna, Annabelle, Beenish, Carmel, Caroline, Christine, Danielle, Fiona, Freddy, Gina, Harshida, Izumi, Jenny, Karen, Katerina, Lavinia, Lisa, Michelle, Nadia, Noor, Penny, Rosemary, Roulla, Samuel,

Shireen

Massage Therapy - Esther, Ionna

Play Support - Lily, Melissa, Monika, Poovan, Sameer, Syed

PPS - Natalie, Tara, Kate, Henrietta

Saturday Club - Amy W, Daniel, Eghosa, Ella, Jamie, Jen, Josephine, Parita, Paul, Rejwana, Renata, Sam

School - Zoe





A day in the life of...

Hair stylist, Claire



My name is Clare Davey and I volunteer on Bear ward. I am a hairdresser and I come along to Bear ward every other Tuesday afternoon to cut patients and parents hair. I have been coming for just over a year now and absolutely love it.

A typical hairdressing day on Bear ward: I arrive at midday to be met by Marcia, another lovely volunteer on the ward, she has already been telling all the inpatients and their families that I was on my way and would they like any pampering. I usually arrive to a lengthy list and get started right away with my fellow volunteer checking in on me and kindly running off to collect the next person.

Parents often use the opportunity to take some time out, as they say, when your hair feels good, you feel good! We chat away, there are

families from all over the world and it's great to meet them. I've even been invited to go on holiday to lots of different countries!

It's usually quite busy with parents and patients coming and going, but also if parents have small babies or the children don't want to be left I go to the bedside. Doing this, I have often met the whole family and sometimes ended up doing everyone's hair - mums, dads, children, nans and grandads!

I have met some lovely families and heard some amazing stories and seen some heart-warming things. One in particular is of a girl who had been on the ward for a very long time, waiting for a heart transplant operation. I would do her and her dad's hair every month. Recently a heart match was finally found and the heart transplant was done immediately. One Tuesday I was

there cutting her hair, a fortnight later she had had a huge operation and was back on the ward fighting fit to go home to her family for Christmas.

The nurses and other volunteers on the ward say it brings an even more positive happy atmosphere to the ward when I come and I hope to carry this on for a long time to come.

Interim chief executive appointment

Julian Nettel has been appointed the interim chief executive of GOSH.

Mr Nettel comes to the Trust with more than 20 years' experience at senior level in the NHS. He has held chief executive positions in three large acute London Trusts and been the managing director of the NHS Institute for Improvement and Innovation.

Mr Nettel was operations director at King's Healthcare NHS Trust before being appointed as chief executive of Ealing Hospital NHS Trust. In 1999 he was appointed CEO of St Mary's NHS Trust where he led the organisation to achieve the highest clinical and governance performance ratings which contributed to it being named the inaugural Dr Foster Hospital of the

Year. Mr Nettel was also chief executive at Barts and the London NHS Trust where he was instrumental in changing the organisation so it could better carry out translational research.

Most recently Mr Nettel has provided consultancy support to a number of large health organisations and was interim managing director of the NHS Institute for Innovation and Improvement.

Mr Nettel took up the post on January 1 2014.

Welcoming the new appointment, Baroness Blackstone, chair of Great Ormond Street Hospital, said: "I am delighted that Julian will be joining the Trust. His experience of managing large

complex teaching hospitals and knowledge of the acute NHS London landscape mean that he will be invaluable."

Mr Nettel said: "I am very excited about joining Great Ormond Street Hospital and using my knowledge and experience to help it continue to thrive as one of the world's leading children's hospitals. I have visited the hospital on a number of occasions and have always been impressed by the dedication of the staff and the quality of care delivered.

"I am looking forward to working with them to further foster innovation and improve the care and treatment the hospital offers to some of the country's sickest children."



GOSH Charity - Kala reports



Friday 15th November - it was a lovely sunny day. I was one of the Volunteers who were at the Christmas Ideal Home Show to raise funds for the GOSH Charity. There was a beautiful stand set up for GOSH, centrally located on the Ground Floor next to the Ice Rink. It was donned with white, purple and blue balloons and bunting.

We were met by our friendly colleagues from the Charity and changed into our bright purple charity T shirt and was given a bucket for collection, balloons for the kids, stickers for the donors and sent out to raise as much money as we could!

There were many people looking around the 650+ stalls and there we had a very good response. Although there were moments when I had eye contact, I did approach the people concerned, mostly, it was the kind people who approached me to donate from notes that are silent to whatever change they had

which jingle and appreciated our effort and the wonderful institution we were raising funds for.



Personally for me, the heart warming moments were when I came across the parents and patients who not only donated generously but, also had time to share their experience with me. The most poignant moment was when a

parent mentioned that their young daughter had been seriously ill and was treated at the Hospital some years ago. The parent said how wonderful the staff had been during their stay. The parent then called out to her daughter and there she was, standing in front of me; a beautiful young lady who is now a healthy and successful entrepreneur. I also met a patient who was treated many years ago who not only donated generously but, also got all his friends to do so. At the end of the day, after standing and walking around for quite a few hours, I handed over the heavy bucket with money to our colleagues from charity and set upon going home. On my way, I felt very tired but, very satisfied that it was a day completed for a noble cause that is 'GOSH' which I am very proud to be part of.

KALA DIRAN

Neuromuscular Clinic and Outpatients - Valerie Clyne

I worked in education with close links to children and young people, parents and carers and the wider community.

When I retired, I wanted to use skills that I had acquired during my career. Volunteering for work with GOSH seemed a good move. After successfully completing the lengthy and challenging training, I became a GOSH guide in the main hospital. This enabled me to build up a picture of the complex building and to have a better understanding of the outstanding work taking place. At the same time, I met the general public with a smiling and welcoming face which is always very important.

More recently, I have been working with the Neuromuscular Outpatients team with children and young people

who have limiting and lifelong conditions affecting their muscles and nerves.

The role involves greeting families when they arrive at the clinic and supporting parents with the coordination of the programme of activities for their children to complete during the visit.

This often includes supporting and guiding parents to other departments in the main hospital. I did not expect to see children with such debilitating conditions.

It has been important to work closely with the clinical team to ensure smooth running of appointments and to be a friendly and supportive presence for families in the clinic.



Many of the parents come to the clinic with mixed emotions, wondering what they will be told about their children's condition. They come with fear, anxiety and some uncertainty but always with hope. To have someone who can greet them, talk through their plan for the day and answer clinical questions about their appointments, gives parents a feeling of security.



Foundation Trust News - profile on Sophie Talib

Hi,
I chose to be a councillor on the GOSH Members' Council because I wanted to give something back to GOSH. I felt there was a debt to be paid after everything they had done to help me. I was admitted here at three days old with Hirschprung's Disease and spent the next three and a half years as an inpatient on Hedgehog ward. Great Ormond Street really supported my family and I during these tough times and we are forever grateful. Since then I have been an outpatient with regular check-ups until recently when I transferred to adult services. Great Ormond Street has been magnificent the entire time and I cannot imagine being treated anywhere else. The Members Council aims to help improve GOSH even further and before decisions about the hospital are made we raise any concerns or suggestions we may

have. Recently we had a Listening Event where we heard the



opinions of GOSH members. From this we can see what is going well and what needs to be improved upon. At the moment the council is working on wayfinding within and outside the hospital, Wifi, the GOSH shop and 'Our Commitment' (a document of our values).

The Young Peoples' Forum is also another brilliant group consisting of young people who bring their ideas and values to the hospital. They recently organised a Take Over day which was a week filled with fun activities for the patients. There are so many amazing ways to get involved with Great Ormond Street. Becoming a member is one of the easiest ways. By becoming a member of the Great Ormond Street Foundation Trust, you get a say in improving the hospital. Your voice is heard. It allows you to be more involved in hospital activities and fundraising by being kept up to date on the hospital with quarterly newsletters. You get to choose how much time you want to commit. As a member you can vote who sits on the Member's Council, or sit on the council yourself. You also get a few discounts here and there!

Update on Redevelopment in GOSH

Phase 2 of the **Mittal Children's Medical Centre** is about to start. This involves partial deconstruction of the Cardiac Wing and then rebuilding. This wing will join up with the Morgan Stanley Clinical building. Wards have already started moving out of the Cardiac wing and the work will start in mid 2014, with completion around 2017.

The new **main reception** will open in spring 2014 with a bright and friendly design. The reception desk, in the shape of a boat, will house all information and appointment staff and volunteers.

GOSH Guides will still play an important role in welcoming and directing visitors and also help people with the 3D interactive way-finding kiosks.

Two sets of automatic doors will be installed to help reduce cold breezes, an interactive coloured floor with a nautical theme, quiet zone chairs and coloured seating to make the space inviting and original.

The opening of the first phase of the main entrance will see the outpatients entrance change whilst the second phase is refurbished, to open in Autumn 2014.

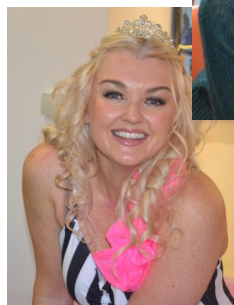
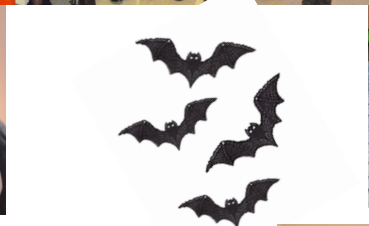
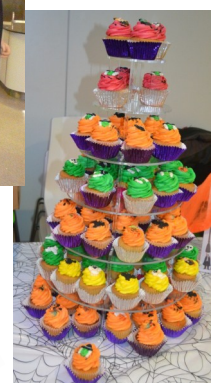


Halloween Party 2013



The Lagoon was transformed and the scene was set for our Annual GOSH Halloween Party.

Our Volunteer Event Team excelled themselves with an impressive array of costumes. What a line up!



Prisoner Pete,
Pumpkin

Sarah, Dracula, Dr Sameer and a very colourful coven of witches. Snap the crocodile, from Crocodile Club even joined in the fun.

We were lucky to have our Special Fari Shari and company performing a real Halloween treat of dancing and entertainment for everyone.

Our Party was attended by over 100 patients and their families. Everyone had a fantastic time

having their faces painted as cats, witches, pumpkins and wizards, as well as enjoying the many themed arts, crafts and games and eating the yummy cupcakes and refreshments donated by corporate facilities.

We also brought the Party to patients on Koala, Lion, Elephant, Badger and Dino. This meant that children on the wards did not miss out and were also able to celebrate

Halloween.

We had a very special guest, Nick Clegg, Deputy Prime Minister and his wife, Miriam González Durántez, attend the Party.

Once again our Party was a huge success enabling patients and families who would otherwise be unable to celebrate Halloween to do so in spooktakular style!

Well Done Everyone!





Patti's Forum Feedback

Forum feedback October

Martin Harrison from GOSH Charity came along to talk about the Charity Ambassador role.

Charity ambassadors are a network of volunteers, based across the south-east of England, who can act as ambassadors for the charity – organising fundraising activities, representing the charity in their local area and helping to engage people with the work of the hospital.

Charity ambassadors support the charity by:

- ⇒ Attending cheque presentations and thanking our donors face-to-face
- ⇒ Holding a bucket collection as part of Donations Make A Difference bucket collection week
- ⇒ Giving short talks on the charity and work of the hospital to community groups

- ⇒ Placing, emptying and banking coin collection tins in local cafes, restaurants, shops and community
- ⇒ Identifying new fundraising opportunities in their area, like Charity of the Year relationships
- ⇒ Making introductions to contacts who may support the charity

"We are committed to supporting our volunteers. The charity ambassadors will have access to training events, the on-going support of the Community Fundraising team, and regular updates about the hospital and the difference you are making."

If you are interested in becoming an Ambassador, you can contact Martin: martin.harris@gosh.org

Forum feedback November

We welcomed Fiona Coldwell, Social Worker, Palliative Care Team.

Social work service at GOSH is part of Therapies, Psychosocial and Family Services. The aim of

the service is to make things less stressful for patients and families by providing emotional and practical support.

Fiona explained that social workers (23 of them) were allocated across wards and attend MDT (multi disciplinary team) meetings on the wards together with key people to assess the impact of illness on a child and their family and discuss/agree the support required. They also advocate on a child or family's behalf with teams at GOSH and in the community. The service also works with medical teams and local authorities in the identification and response to child protection concerns.

Families can access the service via ward staff and PALS or go direct to the Social Services office in the Southwood corridor.

Approximately 1,300 referrals are received each year.

Fiona is part of the Palliative Care Team who provide end of life care plans together with telephone liaison for those who request it. GOSH had 130 deaths during 2012.

Foundation Trust News - The Commitment

Great Ormond Street Hospital (GOSH) is launching an important consultation with Foundation Trust members, patients, families, carers and staff.

We want you to tell us what makes your experience at GOSH as good as it can be, and what the values and behaviours are that will continue to make this possible.

The GOSH motto is 'the child first and always'.

Our values and behaviours (or actions) guide us in everything that we do every day to keep this promise. They shape the way we treat each other and how we work together.

If we all agree on what our values and behaviours should be, we can ensure that everyone lives up

to them consistently in all areas of our work.

Please follow the link below to have your say in what you believe to be the organisation's most important values:

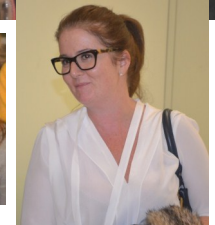
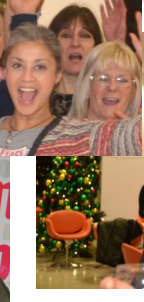
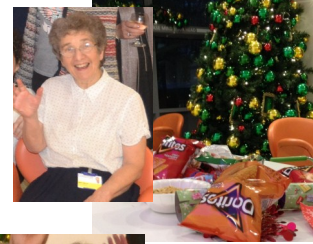
<http://gosh.sh/goshvaluesstaff>



Volunteers Christmas party

'Christmas comes but once a year
and when it comes it brings good
cheer!'

And that's what we did at this
years' Volunteer Christmas party.
Plenty of cheer and fun.



Lots of people turned out for a fun
evening with plenty of food,
sweets and drinks.

There were party games and silly
things to get people in the mood
and by the end of the night the
volume of noise had increased
significantly and we had a
boisterous table of people all
playing games not wanting to
leave.

A great big thank you to Subway for
yet again donating platters of
sandwiches and cookies, packets of
crisps and soft drinks. Along with
the wine, we had plenty to eat and
keep us going.

It was great to see so many
volunteers enjoying themselves,
getting to know people and get into
the spirit of the season.



Bloomsbury Festival



This years' Bloomsbury Festival was held on the 19th and 20th October. The event, held in Russell Square, was much fun and I am glad I signed up to help out for the last 3 hours on Saturday. The square looked quite the celebration covered in scattered dried leaves, surrounded by colourful tents and lights hanging from tree to tree, with fun at your fingertips activities for all.

The infused melting smells from the various international stalls cooking up all sorts, drifting across the park, comforting bellies. The live music from the SOAS concert entertained the children and adults of all ages, keeping them,

and me, in element. Our Tent - the GOSH lot - also joined in the fun and games, by offering light, interesting and educational activities about GOSH -rewarding participants with chocolate. Lots of it too! :)

My role was to 'click' in the adults



and children as they entered our tent, taking a count of how many people came and before leaving, asking them to fill in a mini questionnaire and placing a brightly coloured sticker on the Greater London to Atlas map, showing where they were from. It was fascinating to hear stories from all walks of life as well as GOSH outpatients commuting in to specially enjoy and make the most of the event whether living locally, studying nearby and visiting from overseas - returning time and time again throughout the afternoon. It was a joy to be a part of this wonderful and warm atmosphere on a mild autumn day that not even the odd bit of rain could spoil.

Thank you again to Erin and her Team, and Patti and Jamie - Can I do it again next year please? :)

Many thanks, Nina

★ The GOSH GEMS ★

GEMS stands for Great Ormond Street Hospital Exceptional Members of Staff but, like the Oscars, the Emmys and the Grammys we think the short version of the name will prove to be a bit more memorable than the whole title!

Nominations for GOSH GEMS will be reviewed by a judging panel, who will use a range of criteria to select the most outstanding nominees. The winners of both the employee/volunteer and the team of the month GEMS will be presented with their award in front of their colleagues and have their achievements celebrated

across the whole hospital each month. They will all be entered into our annual staff awards and so be special guests at our awards ceremony, and also be invited along to the gala event we're going to be holding for all our winners.

We've already started to receive nominations for our first set of GEMS, and you have until 31st January 2014 to send your nominations to staffrecognition@gosh.nhs.uk, or in the internal post to Helen Cooke



in the HR Department, York House. Just tell us who you're nominating, and why. Remember, anyone can make a nomination – staff, patients, families, volunteers, visitors.

We're looking forward to reading the nominations and selecting our very first GEM!

Best wishes

Ali Mohammed

Director of HR & OD

Helen Cooke

Head of Workforce Planning & Development





We need YOU!

We have some new roles coming up. Are you interested? Please see Patti or send her an email if any of these below might interest you.

Puffin Ward: Play and PPS roles for the new ward that will open in March. Must be able to start at 8 to 8.30 am.

PPS Team Leader/Play Team

Leader: Are you experienced and confident? Would you like to take on a more responsible role managing and supporting teams of volunteers?

Physiotherapy Support:

Supporting the team in Outpatients Rheumatology.

Mad Hatter - Patti will be in touch soon with more info about this

event, when we will need volunteers to help run it.

Dietetics: Admin support in a busy clinic.

Neuromuscular Clinic: Supporting families for this outpatients clinic (see article on page 3)

Rheumatology and Dermatology: Admin and some clinical support (physiotherapy)

Guess who Santa is....

So, who is that man in the Santa suit?? A certain volunteer was asked to be Santa on Christmas Eve. Along with his trusty elf, Syed, they distributed presents and brightened up many children's day. Email Jamie: jamie.wilcox@gosh.nhs.uk with your guess. The first person to guess wins a prize!



GOSH Facebook group



Why don't you connect up with lots of other volunteers on the Facebook group for volunteers. Simply find the Volunteer@gosh group and request to join.

It's a great way to keep in contact and to chat to other volunteers.

Post things about your volunteering experience, put up pictures, chat to other people and find out about events coming up. We look forward to seeing you on-line!

It's your page, so come on and join!



Updates - Dates for your diaries



Volunteer Forums - Conference room of York House:

- 17th February
- 20th March
- 10th April

Training:

- Volunteer Training & Assessment for new vols:
 - ⇒ 8th January

⇒ 4th March

⇒ 25th March

Trust Induction :

- ⇒ 13th January
- ⇒ 10th February
- ⇒ 10th March

- Saturday Club - 11th January
- Loss & bereavement - tbc

Mad Hatter Tea Party - Lagoon

- 15th April (12.30 to 5.30pm)

Memorial Service - St Georges, Queen Square. Saturday 26th April

Meet the new CEO - Lagoon

- January 27th, 12-1 pm
- January 29th, 1-2pm.



Trust News

New Head of Go Create - Welcome to Susie Hall, who took up post at the end of September. Susie brings a wealth of knowledge and experience in the arts sector and has some inspiring ideas for the arts programme at GOSH. We look forward to working closely with Susie and her team.

Invitation to meet the new CEO, Julian Nettel - Two lunchtime sessions in the Lagoon on January 27th from 12-1 pm and January 29th from 1-2pm.

Building changes:

Woodpecker and Puffin wards - Puffin ward (the old Dinosaur) is opening on the 17th March on level

3 of Southwood. We are recruiting large numbers of volunteers for a few roles for this ward. Contact Patti if you are interested.

Meerkat closing -

Meerkat Outpatients ward is now closed due to the redevelopment of the Cardiac building. Clinics will be held in other out patient locations. Please check with main reception for daily clinics.

Morgan Stanley Building Lifts - following feedback from visitors and staff, these lifts are now open for use by patients, families and visitors.

Security Office Relocation -

The Security Office has moved from the Old Costa Coffee in Level 2 Southwood Building across the corridor to the Old Switchboard room. All contact numbers remain the same.

Quote of the Month

Dear Patti,
I would like to express the endocrine teams gratitude for all volunteers who helped out at Saturday's Septo-optic dysplasia day. They worked really hard to keep all children safe and ensure they had a great time at the Christmas party. GOSH volunteers support is much appreciated and without it we would struggle to run such support groups. Thank you,
Dr Sharon Mc Elroy
Clinical Psychologist

More awards for GOSH

Dear Everyone,
I am delighted to report that the Trust has been named the winner of the Patient Safety Award at the prestigious 2013 HSJ Awards. The team won the award for an innovative new project which aims to boost reporting rates of incidents and safety concerns by actively engaging families of inpatients to report both positive and negative patient safety experiences at the hospital. I had the absolute pleasure of spending the awards evening with the team led by Henning Clausen and

Charlie Magness and hearing how the project had been piloted on Eagle Ward. That evening we were not alone as the winning team were one of four sets of finalists from GOSH and all of the teams should be congratulated on gaining such national recognition. The fact that we had three teams as finalists in the patient safety category demonstrates the good work we do here and the importance we attached to improving and maintaining patient safety in all we do.
Jan Filochowski, Chief Executive

Reminders

Please remember that you must claim your expenses within three months. Expenses and receipts dated older than this will be unlikely to be reimbursed.

Have you completed your GOLD learning? We will be enforcing this over the next month.

The Next V-focus will be out in April. 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!

