



**February 2017**

# 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

With lots going on in the Trust, there is plenty of news and certainly plenty of changes. As you will know, the new Premier Inn Clinical Building is nearing completion, with tentative opening dates late in Autumn. There will be lots of changes, with some wards moving from other places in the hospital into this building and some wards expanding from MSCB into the new building, such as Cardiac Intensive Care. With this will come many new or slightly changed roles, but also a lot of new ward names and places for you to learn and get to know! Look out for these plans over the coming few months.

There is plenty to celebrate in the volunteering world at GOSH and the GOSH Charity and with Volunteers Week coming up in June, we are planning a joint party and awards ceremony. Keep the 8th June free.

Volunteer Services at GOSH is also planning a head to head battle with Volunteer Services at UCLH—for the Easter Egg Cup! Yes, all you fit and sporty volunteers, get yourself in training for the event in partnership with our neighbour UCLH. Loads of fun, socialising, games and food. More information and details to follow in VBytes.

This edition of VFocus is packed full of the usual great stories from volunteers and news. Please make sure you check out the list of partner charities and organisations that are registered with GOSH to be working in the Trust, helping us deliver a variety of entertainment/ play and support for patients and families.

We have also included a list of services in the hospital that you need to know about and ensure our families know about. Make sure you are aware of these and keep yourself informed of any changes.

In the next edition we will be reporting the results from the GOSH volunteer satisfaction survey and how Volunteer Services will be improving our communication and support for you all. External Group volunteers, you can still give us your ideas on how we can improve, even though you haven't had a chance to do the survey. Please keep your suggestions coming, we are HERE TO HELP!

Best Wishes *Jamie*

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# A Day in the life of... Lorna, Eagle Buddy

Twenty years ago I qualified as a Solicitor - seven months pregnant! I never returned to work, instead choosing to be a stay at home mum and one baby soon became four. Back in 2012 when my youngest child started school I felt like I needed something more than school runs and washing clothes in my life and it was at this time I decided to volunteer at GOSH. For over four years now I have loved coming in each week, getting to know some amazing children and their families and being looked after and treated so kindly by all the staff on the ward.

I have never seen my volunteering as a selfless sacrifice, as it is me who has learnt and gained so much from the experience. The love and compassion of the staff towards the patients (and their families) has been inspirational and the strength and bravery of the children often puts my fortunate life into perspective.

Last Christmas, as my youngest son approached 10 years, I began to get the same feeling of wanting a bit

more in my life and shocked myself with the realisation it was actually time to return to the world of employment.

With limited IT skills, no desire to return to the Law and nothing other than volunteering on my CV I was not confident, but decided to apply for a job in a local senior school, supporting children with special educational needs such that they can remain in mainstream school.

I was short listed for interview and as that interview progressed it became increasingly obvious how much the school was interested in GOSH and what my volunteering has involved. I was able to talk confidently about safe-guarding issues, communicating with children who have impaired learning or social skills, understanding different socio-economic and religious backgrounds, working as part of a team, confidentiality issues..... the list goes on.

I got the job and started before Christmas.



I'm supporting children with various degrees of autism, Down's syndrome and in some cases, children who have had such tragic childhoods that they now have severe behaviour issues. It's hard work sometimes and patience is vital but I love it and I cannot thank GOSH enough for everything I have learnt.

There is no doubt in my mind that my volunteering not only got me the job but so much more importantly, it has equipped me for it too. Thank you!

## Welcome Wave to all our new volunteers!

**GOSH Guides** — Eve, Isabella, Jennifer, Judith,  
**Play Therapist**—Deborah  
**Massage Therapist** — Matthew

**Saturday Club** — Allon, Gavin, Isobel, Stacey, Stephen H, Sonia, Susie, Tasneem  
**Volunteer Services Team**—Izzy, Priya

## Movers and Shakers! Volunteers who have moved to new roles

**Buddy**—Naomi, Yoko  
**Dietetics**—Szlivia  
**GOSH Guide Team Leader**—Patti  
**Panda Play Support**—Cara

**Patient & Parent Support**—Marissa  
**Patient Experience Team**—Lizzie  
**Physio Support**—Stephen P  
**Saturday Club**—Becky, Hussain, Nafeesa



# GOSH Arts

## Opportunity to participate in Artist Residency at GOSH



Good Hope Works is a month long residency project undertaken by the artist Joanna Brinton and based at Great Ormond Street Hospital.

The residency will include periods of research and artist led workshops with staff and

volunteers during which staff from across the Trust and the artist will work together to explore ideas of diversity, shared knowledge and values. Brinton is inviting staff to give up to two hours of their time to participate in workshops and share their experiences of diversity at Great Ormond Street Hospital.

The ideas and outcomes from these sessions will be used to



develop a two-site art installation that will be installed for up to five years at GOSH and which will celebrate the cultural diversity of our staff and volunteers.

For more information and to get involved please email [gosharts@gosh.nhs.uk](mailto:gosharts@gosh.nhs.uk)

## Do you shop in Sainsbury's?

### Have you heard about Sainsbury's Active Kids Vouchers?

In 2005 Sainsbury's launched Active Kids to inspire schoolchildren of all ages and abilities to get active. Since then, Active Kids has grown to include Girlguiding and Scouts, who can collect vouchers to exchange for exciting new equipment and experiences.

Active Kids vouchers can be collected from 25<sup>th</sup> January until 2<sup>nd</sup> May 2017.

This year there are three ways to collect: in Sainsbury's Supermarkets and online at [www.sainsburys.co.uk](http://www.sainsburys.co.uk) you'll be given one voucher for every £10



you spend, and in Sainsbury's Local stores you'll get one voucher for every £5 you spend.

Once you've collected your vouchers, bring them to the

Hospital and drop them into our collecting box, which will be on the Reception Desk just inside the main entrance.

We haven't got much storage room, so we're offering other Hospital volunteer groups the chance to make use of our vouchers!

Just look through the catalogue at <https://activekids.sainsburys.co.uk> decide what you want, and let us know.

Then, all you have to do is spread the word! The more vouchers that we collect, the more stuff you can have!

Mention it at every opportunity when you're in the Hospital and who knows how many vouchers we could collect.





# Services in GOSH—did you know?

With lots of changes around the hospital, it's important for you to keep up to date with all the services available to patients and families.

**Please remember**, volunteers are often the source of information for families, and you must check in with them to make sure they know about all the different services available.

Here are some of the important ones:

## Accommodation for families

All queries to the Accommodation office in main reception. Ext 8151

## Activity Centre

The Activity Centre is for inpatients, outpatients and siblings of all ages (0-19 years old) open Monday to Friday but closed at lunchtimes (12.30pm to 2pm).

## Bedside Entertainment System

Most of the wards have television systems for providing entertainment for patients. These include television channels and internet access. Internet access is provided via the London Grid for Learning and has filters in place to protect children and young people from accessing inappropriate content. Ward staff can help families gain access to the Trust free WiFi system.

## Breastfeeding

Most wards have suitable facilities where mums can breastfeed or express milk. Meal vouchers are also available to breastfeeding mothers via the Neonatal Nursing Advisor.

## Cash points

There is a cash point in the main entrance to the hospital, which accepts most types of bankcards and does not charge a fee. There are

plenty of other cash points in the local area. Please ask at the PALS office for directions.

## Charity Desk

The Desk, situated in the entrance to the Lagoon restaurant, can help anyone with questions about the GOSH charity work, how to donate to the charity or get involved in any events.

## Citizens Advice Bureau L2 Southwood

We are on hand in the hospital to help with your benefit, debt, housing and other social welfare problems. Arranged through the staff on the ward or Social Work.

## Coram Fields

There is a large play area about five minutes' walk from the hospital called Coram Fields. It is open every day from 9am until dusk. There is lots of play equipment and activities during school holidays.

[www.coramfields.org](http://www.coramfields.org)

## Crocodile Club

This arts, crafts and games club runs every Tuesday, Wednesday and Thursday from 12 noon to 2.30pm in the Disney area of the Lagoon Restaurant. There are fun themes every session – mostly for younger children.

## Fare reimbursement

All queries to main reception.

## Garden

A quiet space for families, visitors and staff—Southwood L2. Through Medical Illustration waiting area.

## GOSH School

The school caters for all school age children (Year 1 to Year 13) who are inpatients or staying in patient accommodation.

## GOSH Arts

GOSH Arts (formally Go Create!) is GOSH's arts programme. Activities

range from visual art and design to music and dance. Our aim is to enhance the hospital experience and environment, reflecting the diversity of our patients, visitors and staff. We also commission site specific artworks and programme temporary exhibitions. For more information see [www.gosh.nhs.uk/gocreate](http://www.gosh.nhs.uk/gocreate)

## Lagoon Restaurant

The Trust restaurant is open every day with varying hours—please check the main notice board outside the Lagoon. They offer a large variety of hot and cold food and drinks, catering for many different cultures, faiths and dietary requirements.

## Launderette

Launderette facilities for families are available in the hospital. There are other launderettes in the area where you can leave a service wash or organise dry cleaning. Details are available from the Pals Office.

## Midwifery location

Mothers who have a baby as an inpatient at GOSH, can visit the postnatal clinic, which is held Mondays and Fridays in Cheetah outpatients 2.30-4pm. Bank Holidays clinic held in Squirrel ward.

## Non English Speakers

At GOSH, we welcome non-English speaking patients and families who are eligible for NHS treatment. We also welcome patients from overseas and all parts of the UK as private patients through our Harris International Patient Centre.

We offer language support, in the form of face-to-face interpreting, telephone interpreting and written translation, for all languages seen at GOSH.

We use professional interpreters rather than family members or bilingual members of staff



# Services in GOSH cont..

and book face-to-face interpreting for outpatient appointments and admissions where diagnosis, treatment options, outcomes or consent are being discussed.

## PALS (Patient Advice Liaison Service)

The Pals office is in the main reception area open from 10am to 5pm Mondays to Fridays. The trained staff and volunteers are available to talk through any concerns or worries, ask advice or liaise with any staff in the Trust. Ext 7862

## Religious Support

The multi-faith chaplaincy team offers 24/7 access to appropriate and timely spiritual, religious and pastoral care to staff, families, and children of all faiths or none. As well as their 24-hour on-call service, chaplains visit wards and departments on request. We also have a Multifaith room and a Shabbat Room for Jewish families – please ask the Chaplaincy department for details. You can contact us on ext 8232.

## Weekend Club— Saturday and Sunday activities

Every Saturday and Sunday from 1pm to 5pm, in the Activity Centre, volunteers, coordinated by a member of staff from Volunteer Services, run these weekend fun clubs. The clubs offer fun and interactive sessions involving arts, crafts, games and sports to provide children and young people the opportunity to escape their clinical environments. The clubs are suitable for all ages, with an 'over 10' space for young people to relax and enjoy each other's company playing games.

## Shop—in the Lagoon

The shop sells a range of products including newspapers, magazines, sweet and savoury snacks and drinks. It also sells toiletries, cards, games, toys and GOSH logo

products. It is open Monday to Friday 9.30 to 5.30.

## Social Services

Situated on L2 Southwood (corridor), the social work department can assist families with a variety of support, 'making things less stressful' for them while staying at GOSH.

## Toilet and Changing Facilities

There are toilets, baby and disabled changing facilities at various locations throughout the hospital – please see the map in the main reception for details. There is a toilet with hoist facility on the ground floor between the Variety Club and Southwood Buildings (next to the men's and women's toilets).

This toilet contains a hoist and an adjustable changing table. Users should be experienced in using the equipment as the facility is not staffed, although there is a 24 hour emergency call pull. Users must bring their own slings (loop type) and should use the supplies provided to clear up afterwards to support effective infection control within the hospital.

## Non-Emergency Patient Transport

Located at far end of reception desk, this service can assist families

## Young People's Forum

The YPF is helping to improve the experience of teenage GOSH patients. The hospital asks them or their thoughts and ideas about important issues that affect young people, both as inpatients and outpatients. The YPF also develop their own projects to make hospital life better for patients and families. For more information Ext: 1400

The child first and always | Great Ormond Street Hospital for Children NHS Foundation Trust

## A big GOSH welcome



**S**mile  
**#H**ello my name is  
**O**ffer to help (or say what you're doing)  
**Ask W**hat's your name?

## Always



Welcoming Helpful Expert One Team

## Quote of the Month

Thanks for giving me this opportunity, it will be in my memory for a very long time!

*Dipna Patel after volunteering for the Septo-optic Dysplasia project*



# Teapot Trust at GOSH

*"Big or small, there is always a difference only you can do."*

Jacqueline McKay, Chief Executive

[www.teapot-trust.org](http://www.teapot-trust.org)

The Teapot Trust is a UK charity providing a nationwide programme of art therapy and creative interventions in hospitals and hospices, to support the well being of chronically ill children, young people and their families.

Our work aims to build resilience in children with chronic illness by encouraging them to express emotions, mentally overcome the challenges linked to their condition and develop healthy coping mechanisms. We aim to make hospitals less frightening for children and their families by providing art therapy, giving more positive experiences of visiting hospital. We also aim to reduce anxiety in children during injections, blood tests and other distressing and invasive medical treatments.

The Teapot Trust charity is based in Edinburgh. Our team of professional art therapists work in all of Scotland's city hospitals as well as Great Ormond Street Hospital and Chelsea and Westminster Hospital, London. The art therapists providing our services are fully qualified to Masters Degree level, have 3+ years experience, are HCPC and BAAT registered and hold PVG/CRBS disclosure certification. The Teapot Trust work in partnership with nine NHS Trusts throughout the UK and also hospice organisations in a multi-disciplinary approach to patient care.

We have been working with the Rheumatology ward and outpatients at GOSH since March 2015.



Our Art Therapists: Jane, Flisan and Fuyoko work on Penguin Ward and in the Outpatients clinics. They work on a one to one basis by the bedside on the ward, and on an open basis in small groups at art tables. Our art therapists are there every week and are very accessible. Patients often ask for a return visit and this is communicated through the nurse, psychologist, and play worker liaison. Our team has been hosting a Student Trainee Art Therapist in partnership with Goldsmiths University and GOSH.

Feedback on our work at GOSH:

*Jane sent us a lovely image and feedback in November 2016 – "I worked with a very lovely little girl yesterday who was so absorbed in her art that when her appointment was called she didn't want to leave. I had to make a reserve sign to put onto her chair so that no one else would sit there while she was with the Doctor. She returned after her appointment and worked until she had to go for a blood test in another department."*



Other feedback from a parent: *"I take my daughter to GOSH every four to six months for on-going tests and consultations. She is autistic and has some complex learning difficulties. Despite efforts at home and school, she has never shown any interest in arts and crafts until she met Jane in the GOSH Outpatients. Jane's calming voice and appealing creativity slowly encouraged her to engage with her and participate in the fabulous creations. Her anxiety levels increase enormously with the very thought of these appointments, until the one today. All the way on the train, she was hoping that Jane would be there, and sure enough, there she was, a constant friendly face. Thank you Jane for being a magnet to children like my daughter and for making what could quite easily be a negative, into a huge positive. Thank you from the bottom of my heart."*



Our evaluation tells us that our art therapy models reduce anxiety before medical procedures as well as providing a safe space for children to express feelings about their illness, which may be difficult to talk about. The Teapot Trust very much values the opportunity to support GOSH and Volunteer Service, to help make a difference to children and young people in their care.





# Patient Experience Surveys

*Continuing on from previous "How does GOSH work" articles, the seventh in the series from volunteer **Peter Roche** helps us understand the huge variety of patient and family feedback tools—Surveys.*

GOSH is always looking at itself to see if it can improve. The Patient Experience team, located at 55 Great Ormond Street has, among others, Emma James who runs the surveys. She was at Westminster in the last Government as PA to a cabinet minister and made the move to GOSH a few years ago. The teams monitor the reaction to a whole host of experiences at the hospital and I, with other volunteers, help to carry out surveys to measure patient and parents response to being here.

## 1. Pain relief options

I covered seven wards over a period of weeks. The aim was to assess the effectiveness of drugs, both oral and IV, massage techniques, and simple distraction, which can be surprisingly effective, and how and when they were administered by the parent or the nurses. This is a big part of care, both for inpatients and when children are at home and I was surprised at just how important it is to parents and the guidance and reassurance they need.

## 2. Young Adult Experience

The majority of patients at GOSH are children. However around 25 percent are young adults, between 12 and 16 years old. The hospital takes very seriously the needs of this group of patients and the transition to adult hospitals if necessary.



I had many surprisingly interesting responses to the set questions written by the team. My task was to find older patients in wards or in public areas and persuade them to answer honestly, with their Mum or Dad present. What struck me was how mature they were and how they were sensitive to their own growing needs and opinions. They sometimes shocked their own parents with their replies, for instance "would you like to talk to the Doctors or Nurses without your parents present?"

## 3. Telephone Surveys

The hospital clinics which parents take their children to are many. The wait can be tiring and the experience and feedback is important in knowing if it can be improved. This is sometimes better done by contacting the parents or guardians at home and asking set questions. I had a list of names who had attended clinics which deal with children with a rare intolerance to protein.

A strict diet and weight monitoring is essential to stay healthy and the clinic has three appointments to complete on the same day- weight measure, dietician and doctor. My task was, armed with a list of those

who had attended a clinic recently, to call them at home or mobile to ask if they had the time to answer a list of set questions. It was a challenge to get some to find the time, and others were so willing. It was an important part of the task to get parents to answer honestly and with an interest in improving the hospital. Once again I found some surprisingly insightful replies.

I've never carried out telephone surveys previously so I was surprised that I enjoyed it, but I won't be making it a career!

## 3. Transfer of all records to digital

This is a huge undertaking by the hospital and when achieved obviously must be secure and robust for it to work. So the task was to find suitable parents who would be willing to give feedback on a regular basis, as the program evolves. They could be found wherever I wished to roam; wards, clinics, the Lagoon or waiting areas.

To look from a distance without being too obvious for suitable parents and then to engage them, was a task in itself, particularly at a stressful time for them.

So, over the past year, the surveys have been a joy of engaging with people I would never have met otherwise and it has been a privilege for me to be trusted to go into so many parts of the hospital.

It's been a big and challenging learning curve, and made me even more inspired by the service GOSH provides.

**Peter Roche, Volunteer**



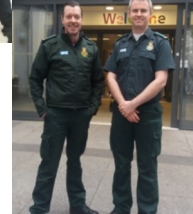


# Christmas events



December was a very busy month, with Volunteers Services coordinating lots of different performers and guests. In partnership with the GOSH School, Play and the GOSH Charity we were pleased to provide a lot of entertainment for patients and families.

With visits from many different choirs, bands, dancing groups and characters, including Shrek and friends and of course our very own Santa and elves!





# Organisations @ GOSH

Did you know that Great Ormond Street Hospital has dozens of external charities and organisations that provide different, free and complementary services to our patients and families?

Volunteer Services, the GOSH School, Activity Centre and GOSH Arts all work together to host, manage or support these organisations. All the staff and volunteers from the organisations are properly checked and trained so they can work in the hospital and are managed by one of these departments.

Below is a list of the organisations currently registered and working in GOSH. If you would like to know about these organisations please contact Volunteer Services.



**Bliss** [www.bliss.org.uk](http://www.bliss.org.uk)

Bliss offers emotional and practical support to families of babies born premature or sick and equip them with the knowledge and skills they need to provide the best possible care to their baby. A representative from the charity attends NICU every Tuesday.



**Camp Simcha** [www.campsimcha.org.uk](http://www.campsimcha.org.uk)

Camp Simcha is a Jewish organisation that brings a buzz to GOSH wards through colourful balloons, cuddly monkeys and toys. Volunteers come to visit existing Camp Simcha families in the hospital to provide further respite to parents and fun activities for the children, who they visit during the year.



**Caudwell Children** [www.caudwellchildren.com](http://www.caudwellchildren.com)

Caudwell Children is a national charity that provide a range of services for families with a child with disabilities. The Family Support service is for patients up to 18 years old. They provide monthly drop-in sessions on Fridays in the Lagoon.



**Chance to Shine** [www.chancetoshine.org](http://www.chancetoshine.org)

Provide one to one physical exercise with patients through cricket games and activities. Coordinated through the GOSH School.



**Cheer Up Squad (Shmiechel)** [www.thecheerupsquad.co.uk](http://www.thecheerupsquad.co.uk)

Fun entertainers who provide requested visits for Jewish patients and families, as well as Jewish festival events. By appointment through Chaplaincy only.



**Chefs @ School** [www.chefsatschool.org](http://www.chefsatschool.org)

Professional chefs teaching in the GOSH school during the term. See school for details.



**Child Death Helpline** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

A dedicated helpline that offers support to anyone affected by the death of a child of any age, under any circumstances however recent or long ago. Open every evening 7 to 10pm. Mon, Thurs & Fri 10am to 1pm and Tues & Wed 10 to 4pm. 0800 282 986 / 0808 800 6019



**Citizens Advice Camden—GOSH** [www.gosh.nhs.uk/parents-and-visitors/clinical-support-services/about-citizens-advice-bureau](http://www.gosh.nhs.uk/parents-and-visitors/clinical-support-services/about-citizens-advice-bureau)

Provides legal, financial, debt and housing advice and support for families at GOSH. Open Monday to Friday by appointment through Social Work or ward staff.



**Contact a Family** [www.cafamily.org.uk](http://www.cafamily.org.uk)

Twice a month information, advice and support for families with disabled children. The service works with our Citizens Advice Bureau to provide benefits, debt and legal advice.



**Cyclists Fighting Cancer** [www.cyclistsfc.org.uk](http://www.cyclistsfc.org.uk)

A charity that provides free bicycles to patients in our oncology wards. By appointment through Lion, Elephant and Giraffe.



# Organisations @ GOSH



**Ezra Umarpeh** [www.ezra-umarpeh.com](http://www.ezra-umarpeh.com)

Ezra Umarpeh offers support services to Jewish patients at GOSH. Our Shabbat Room is located on the Lower Ground Floor of the Southwood and can be accessed any time for Kosher food and snacks, hot drinks and hot Shabbat meals. Overnight accommodation within walking distance of the hospital can be arranged upon request by contacting 020 8211 7999.



**Giggle Doctors** <http://uk.theodora.org>

Run by the charity, the Theodora Trust, this international charity manages the skilled and professional Giggle Doctors. The Doctors entertain patients across the hospital on the first and third Tuesdays of the month. Contact Activity Centre for a visit to wards.



**League of Remembrance** [www.leagueofremembrance.org.uk](http://www.leagueofremembrance.org.uk)

A charity that support veterans and families. They provide volunteers that support the work of the Trust through Volunteer Services.



**Migraine Trust** [www.migrainetrust.org](http://www.migrainetrust.org)

The Migraine Trust is a patient focused, research driven charity. They fund research, provide evidence-based information, campaign for and support people affected by migraine in the UK.

In GOSH they run a fortnightly support service at the headache clinic to offer face-to-face advocacy and information to families of young people with migraine. Mon/Thurs in RLHIM.



**Nordoff Robbins** [www.nordoff-robbins.org.uk](http://www.nordoff-robbins.org.uk)

Music therapy through the psychology department.



**Over the Wall** [www.otw.org.uk](http://www.otw.org.uk)

Over The Wall provide free and fun activities for children, teenagers and their families living with serious health challenges. We run three different types of camps: Our week long health challenge camps in the summer (8-17 years), separate siblings camps (8-17 years) and family weekend camps (0-17 years). All our camps aim to develop confidence, self-esteem and help our campers to reach beyond their perceived limitations and see what they can do. We have a medical team at all of our camps and this is a made up of a skilled team of volunteer nurses and doctors. To apply contact the Social Work team.



**Pets As Therapy Charity** [www.petsastherapy.org](http://www.petsastherapy.org)

GOSH has a large number of registered dogs that are specially selected to provide comfort and distraction for patients and families in the hospital. Dogs and their owners come every day of the week and visit most wards and areas. To request a special visit please contact the Activity Centre



**Philosophy Foundation** [www.philosophy-foundation.org](http://www.philosophy-foundation.org)

The Philosophy Foundation promotes the use of philosophy in the public sphere, specialising in the facilitation of philosophical conversations in education, business and the community. Weekly educational support through the GOSH School.



**Pod** [www.podchildrenscharity.org.uk](http://www.podchildrenscharity.org.uk)

Provides professional children's entertainers, such as magicians, clowns for patients and siblings in wards outpatients areas and in the Activity Centre. Twice per month on Tuesdays. To find out more please contact the Activity Centre.



**Radio Lollipop** [www.radiolollipop.org](http://www.radiolollipop.org)

A large team of volunteers run the live broadcast for patients and siblings, encouraging them to join in on competitions and phoning in to request songs. Teams of volunteers take games, arts and crafts and activities to the wards at the same time. Sunday 4 to 6.30, Monday and Wednesday 6.30 to 8pm. Ext: 6762





# Organisations @ GOSH



## **Rays of Sunshine** [www.raysofsunshine.org.uk](http://www.raysofsunshine.org.uk)

This organisation 'grants wishes for children who are living with serious life limiting illnesses' and at GOSH provides entertainers, activities and support for our events. Contact through Volunteer Services.

## **Readwell**

Story telling on wards. Every six weeks, directed by the school and teachers.



## **Scouts & Guides** [www.17thholborn.org.uk](http://www.17thholborn.org.uk)

GOSH's very own Scouts and Guides group meets every Tuesday evening from 6.30pm in the Activity Centre—activities, games and fun. Patients and siblings can join in and do not have to be connected to any group outside GOSH to enjoy the activities.



## **Share the Miracle** [www.sharethemiracle.org](http://www.sharethemiracle.org)

Each Easter this charity donates small cuddly toys to the hospital as part of their 'Acts of Kindness' project. Managed through Volunteer Services.



## **Singing Hands** [www.singinghands.co.uk](http://www.singinghands.co.uk)

A unique and enthusiastic service that encourages communication development to patients through music, song, games and activities using Makaton and British Sign Language. Managed through the Activity Centre.



## **Spread a Smile** [www.spreadasmile.org](http://www.spreadasmile.org)

Spread a Smile provides entertainment and workshops to children and teenagers in GOSH, as well as taking the whole family on special days out. They take magicians, fairies, poets, singers and face painters into the wards to bring much needed joy and laughter to patients and siblings. Look out for them across the Trust every other Thursday



## **Starlight** [www.starlight.org.uk](http://www.starlight.org.uk)

Grants wishes to seriously and terminally ill children and entertaining over half a million children every year in hospitals and hospices throughout the UK.



## **Supershoes** [www.supershoes.org.uk](http://www.supershoes.org.uk)

Help run workshops for patients who are fighting cancer, through a unique project offering patients their own pair of Converse shoes to paint and decorate. By appointment with Oncology wards.



## **Teapot Trust** [www.teapot-trust.org](http://www.teapot-trust.org)

A team of professional art therapists working in the rheumatology ward (penguin) and outpatients supporting patients.



## **UK Garrison** [www.ukgarrison.co.uk](http://www.ukgarrison.co.uk)

The UK Garrison costuming club provides members with movie accurate costumes from Star Wars and other movie genres for quarterly visits to GOSH wards and annually for GOSH Christmas Parties. Our desire and purpose is to give the children some happy moments and memories while they are going through a difficult time.



## **Young Epilepsy** [www.youngepilepsy.org.uk](http://www.youngepilepsy.org.uk)

We are privileged to work once a week at GOSH providing information about our services to parents and carers of children with epilepsy.

**Note from Volunteer Services: If you know of any other organisation providing services to patients and families in GOSH, please let Volunteer Services know.**



# Play Service—2016 snapshot

## We provided

9,805 hours of diversional play  
2,529 hours of preparation and/or  
distraction for procedures  
677 hours of play support with siblings

76% of patients attending Outpatients  
used toys, activities or entertainment  
devices provided

We completed **70** assessments per day on  
average

We joined the GOSH Apprenticeship  
programme, with a new Apprentice Play  
Worker post. Welcome **Francesca Egan**



## Friends and Family Test

90% of the comments about play were  
positive for Inpatients  
88% of the comments about play were  
positive for Outpatients

## We introduced new uniforms

Lilac for Play Workers and  
Purple for Play Specialists  
Thank you to the **GOSH Charity** who  
provided the new uniforms for us.

*"My son was very scared about  
the needles and injections. He  
came for the Nuclear Tests and  
was very nervous. The Play  
Specialist spoke to my son and  
understood his concerns. She  
taught him the art of relaxing  
and breathing. He calmed down  
and they became friends. She  
was awesome!"*





# GOSH Charity News



Bake it Better is moving to May and we hope you'll join us for a slice of the action! Between 22-28 May people all over the UK will whip up a storm in the kitchen and raise some dough for Great Ormond Street Hospital. Whether you take part at home, work, school or as part of a community group the money you raise will help our patients and their families. To register your interest for this year's event please visit [Bakeitbetter.org](http://Bakeitbetter.org) or drop us a line at [bakeitbetter@gosh.org](mailto:bakeitbetter@gosh.org)



## Brighton and London Marathons – Join in the fun!

The Brighton Marathon takes on Sunday 9 April and the Virgin Money London Marathon on Sunday 23 April and your help is needed along the route to cheer on our amazing teams fundraising for

the hospital. The charity organise cheering stations along the route of each race and your claps and cheers are needed to help the runners reach the finish line. Both races start in the morning and go on until mid-afternoon. Your support for a few hours would be very much appreciated. Get involved now and email [volunteering@gosh.org](mailto:volunteering@gosh.org) for more information or visit the Charity Desk outside The Lagoon.



## Sparks joins the GOSH family

Children's medical research charity Sparks has announced in January that it will be joining Great Ormond Street Hospital Children's Charity (GOSHCC) in a partnership, which will result in an increase in funding for pioneering and life-changing child health research. GOSHCC funds research at both the hospital and in research institutions right across the country. The charity launched an ambitious research strategy last year and is committed to investing in unlocking the big breakthroughs of the future for rare and complex childhood conditions. Find out more about this exciting new partnership at [www.gosh.org/news/latest-news/children-s-charities-join-forces](http://www.gosh.org/news/latest-news/children-s-charities-join-forces)



## Tesco bucket collections

Great Ormond Street Hospital Children's Charity are partnering up with Tesco to do London wide bucket collections at 500 of their stores from Friday 10 to Sunday 12 March! They need as many volunteers as possible to help make the most of this amazing opportunity.

Collection buckets/t-shirts will be at the stores and Tesco will count and bank all the money you collect. There will be 2 buckets at each store, so you are welcome to take along a friend to collect with you. The collections will be taking place on Friday 10, Saturday 11 and Sunday 12 March and they'd love to have your help! If you are able to help please complete this short questionnaire

<https://www.surveymonkey.co.uk/r/CNPW6KH> or email [volunteering@gosh.org](mailto:volunteering@gosh.org)



**GREAT  
ORMOND  
STREET  
HOSPITAL  
CHARITY**



# 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!

## Thank you:

*We had lots of departments and wards sending us thanks over the past four months, so here are just a few...*

I wanted to say a massive well done for the brilliant presentation you and the team did at the CEO talk. What an amazing team you have. It was so humbling to hear from the two ladies about the fantastic support they give and I am really pleased they were given the opportunity to be recognised, along with all the other volunteers.

**Sue Lyon**

**Organisational Development  
Manager, HR**

Dear Mary (Wallis)

I just wanted to pass on my sincere thanks on behalf of our team for your hard work yesterday. We couldn't have done it without you and so appreciated the time you gave up to come along and help.

It was a busy and really successful day and I hope you enjoyed it!

With best wishes and thanks again,

**Kate Prosser**

**Lead Nurse (Recruitment)**

To the extraordinary volunteers (including GOSH psychology students and GOSH volunteers) from Saturday's Septo-optic dysplasia (SOD) group,

We are enormously grateful for your immense time and effort on Saturday. We quite literally could not have done this without your input. Each of you were attentive, enthusiastic and utterly helpful! We are so so thankful.

Warmest regards and gratitude,

**Dr Catherine Pitfield**

**Clinical Psychologist**

**Tarryn Klotnick**

**Social Worker**

Dear Naomi

They were all awesome!!

Thank you so much for sorting it all out, it really helped me.

I am so glad that all the girls had a good time, the family were immensely grateful as am I.

Best Wishes

**Lizzie Penn**

**Play Specialist**

To all the volunteers

I understand you were the people responsible for the fun on Saturday at the SOD group, held in Weston House. This is a group which simply cannot happen without ensuring the children's needs are attended to and it is equally an important

group for parents to gather together. Thank you to each of you for giving your time to this group, it has not gone unnoticed and is greatly appreciated by my team, the families and I. Your input gives the families a valuable break and opportunities to listen to talks and interact with each other and the speakers and relevant MDT professionals.

Best wishes,

**Professor Mehul T Dattani MD  
FRCP FRCPCH**

**Academic Affiliation:**

**Professor of Paediatric  
Endocrinology**

Dear Jamie, very impressive and moving presentations by your two volunteers yesterday, [at the monthly Exec talks]. And lovely to see the high regard they're held in by the clinical staff – definitely a model of One Team working! You must be very proud.

**Helen Cooke**

**Assistant Director of  
Organisational Development**

To Volunteer Services

Many thanks for all your help and support, much appreciated! Without your wonderful volunteers, I would have gone crazy—so thanks for keeping me sane.

**A parent (Robin Ward)**

The Next V-focus will be out in June 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!**

