



Winter 2015

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!

At the beginning of this new year we welcome our new Chief Exec, Peter Steer, who comes to GOSH with a wealth of experience and knowledge and a new perspective - an Australian one! We look forward to working closely with Peter for a very exciting future at GOSH.

Volunteering continues to play an important role within the hospital, with an ever increasing demand for volunteers across all wards and departments and for special events. In this edition of VFocus we look at lots of interesting things volunteers have been involved with, we get a volunteer's perspective on how volunteering at GOSH gave him that edge to really understanding his new medical career and we look back at some of the fun things that happened in the final three months of last year.

Volunteering has featured quite heavily in recent newsletters and reports - have you all seen the December Roundabout?

This edition highlights the wonderful work of our PAT Dogs, featuring Woof and owner Judy. Volunteering was also featured in the Charity Impact Report and we have been asked to provide more personal stories for a number of leaflets and information on the hospital.

Some important things to note coming up; in the next month we will be launching our Volunteer Satisfaction Survey—we encourage you all to participate and to give us honest feedback. This will help us make decisions on the future of the volunteer programme and how you feel about your work at GOSH.

The Volunteer Services Team looks forward to seeing you in the upcoming months. 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 Support - Barbara, Laura, Lucy, Sevil

Bereavement Photography - Mark

Buddies, Badger - Alyssa, CJ, Dom

Chaplaincy Support (Jewish) - Michele, Vivien

Crocodile Club - Daniel, Jen, Seb

GOSH Guides - Adesh, Alev, Alice, Barbara, Beth, Bhavika, Charlie, Clarevin, Daniel D, Daniel K, Dharmesh, Dom, Donna, Eda, Emily, Esther, Faiza, Holly, Ilaria, Jack, Janice, Jemma, Josh, Lateefah, Lisa, Michelle, Naomi, Natasha, Nikky, Nora, Rachel, Rima, Rosanna, Rosie, Ryan, Sadaf, Samira, Sevil, Tokoni

Massage Therapy - Sara

Pat Dog - Karen & Rossi

Play Support - Gurinda, Izumi, Lesley, Ludo, Natacha, Sabha

PPS - Donna, Sarah

Saturday Club - Aisha, Anita, David, Fatima, Gassy, Gaya, Gayle, Jason, Jeff, Katerina, Kelly, Larrisa, Laura, Phillippa, Phoebe, Werwin

Speech & Language - Rukhaiya

Ward Host - Edyta, Fahima, Hazel, Maria



New CEO Starts at GOSH

Peter Steer, the Trust's new Chief Executive, has taken up his post on Monday 5th January.

Peter joins GOSH from Queensland, Australia where he has been the Chief Executive of Children's Health Queensland Hospital and Health Service since 2009.

This hospital group includes the Royal Children's Hospital Brisbane - a 200 bed specialist paediatric facility.

Peter will be based in the chief exec's office but is planning to be out and about as much as possible in his first few months to meet teams from across the hospital.

He has also organised all staff and volunteer introductory sessions later this month. These will be held in the Lagoon (staff side) on January 27 (12 noon -1pm) and on January 29 (1pm-2pm).

Please feel free to pop in to hear from Peter about his vision for the Trust

A Message from Our New CEO

Dear all

I am delighted to be joining you as Chief Executive. During September of last year, as many of you know, I had the opportunity to spend two weeks here and was able to visit wards and outpatient areas and meet staff and patients across the organisation.

For those I met, thank you for your time, your willingness to share details of your role and your thoughts on major issues and opportunities for the Trust. Please forgive me if I do not remember all of your names when we meet again! I am looking forward to spending more time with staff across the organisation and getting to understand the challenges that you face, individually or as teams.

I hope all of you have had some time to relax over the festive season and feel refreshed and ready for another busy year. 2015 will, no doubt, see us needing to address the relentless pressures that are experienced by any NHS organisation including budget challenges and calls for further efficiencies. These will be a challenge for us all but at GOSH we

also have a great opportunity and responsibility to continue to provide excellence in care, innovation that means this hospital is a world leader.



When I met many of you last year, you told me that in 2015 you hoped GOSH would become more explicit in its vision for care, research, capacity building across the child health sector and developing partnerships with other leading children's hospitals. You also asked for clarity on our Information Technology Strategy. This seems

right and I am looking to speaking to you either individually or in open sessions, such as the ones arranged later this month, to help develop and progress this work.

It is a privilege to be here - the sun was shining as we stepped off the plane from Down Under, surely a sign (it was also 0 degrees!). Although I met too few of you on my short visit in September, it was clear that everyone I met is committed to GOSH and its special place not just in the city, nationally and internationally, but also the difference the hospital can make in the lives of so many children, young people and families who need the talents and care of our staff.

I am looking forward to being part of the on-going life and extraordinary place that is GOSH.

Peter Steer
Chief Executive
Great Ormond Street Hospital





Sameer tells us how his volunteering helped his career



GOSH and future career as healthcare professional

Volunteering at GOSH has been so important for my career. I'm currently a Pre-registration Pharmacist at University College London Hospital and it's helped me immensely with my communication with patients especially on the paediatric wards.

When I'm taking a medical history and counselling young patients I already have the experience of getting down to their level and communicating my message across effectively. Doctors, pharmacists and nurses are all amazed at how quickly I've grasped this concept, which can be attributed mainly to my time as a GOSH volunteer.

Working with the Crocodile club team I learned how to talk with a range of children from differing

conditions and varying ages. On wards where I was based in Safari outpatients, I already understood the processes of a children's cancer ward well before I started at UCLH.

I learnt a lot, especially talking to parents. I got this experience solely when in GOSH; playing with the children and diffusing the stress of the parents by making jokes and even doing a simple high-5 with the children - have all been transferred to my consultations. Unorthodox, yes. Effective, most definitely!

Most of our patients at UCLH are transferred from GOSH to us or from us to GOSH. I already know the brief processes that happens at GOSH when patients are referred from the hospital. I understand what the children and parents have been through, from the treatments received to the travelling. Right from when you're a GOSH Guide, picking

up a confused parent, to talking to the parents and children on the wards and at Crocodile club, you can get a real understanding of how hard it really is for the whole family.

It has definitely given me a head start in hospital and I assure you guys, you will all remember GOSH, one way or another in your working lives because you apply all your skills you've learnt from there consciously or unconsciously.

So, if you are aspiring to be a future paediatric nurse, pharmacist, doctor or any other healthcare professional then trust me, the experience you'll gain from volunteering here is priceless. So enjoy it and make the most of it!

GOSH Facebook group



Why don't you connect up with lots of other volunteers on the Facebook group for volunteers. Simply find the Volunteers@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

New Saturday Club Coordinators

We are delighted to welcome our two new Saturday Club Coordinators, Naomi Moore and Cat Stuijt. Both were recruited late last year. Naomi has started



Naomi Moore

immediately, taking over from Simona Balletti, who has emigrated to the USA.

Cat will start in a few months time, covering maternity leave for Anna.



Cat Stuijt



Foundation Trust Elections

Make your vote count in the upcoming Members' Council Election!

From the 27 January 2015 all Great Ormond Street Hospital Trust members will have the opportunity to vote in the Members' Council election. The Members' Council ensures that the views and interests of the public, patients, carers, our staff and other stakeholders are heard and reflected in the strategy for the hospital. They join Trust groups and committees and also help recruit and engage new members.

We have a dedicated election page on the Trust website which will give you lots more information, including the opportunity to vote online : www.gosh.nhs.uk/ftelection

A list of the nominated candidates is now available on www.gosh.nhs.uk/foundation

How does voting work?

Every member of the Trust will receive a voting pack in the post or they can vote online. All nominated candidates write a statement outlining why they are running for election. The Trust uses the Single Transferable Vote voting system to elect the Members' Council. Voters mark their preference using numbers, so putting 1 for top choice, 2 for their second choice, 3 for their third, and so on.

Councillors represent a specific constituency and must reside in that constituency to run for election. This year there are three volunteers running for election and all three reside in the South London and Surrounding Areas constituency. Therefore if you are a member and reside in this constituency you will have the opportunity to vote for the candidate you feel best represents you. The same applies for the other constituencies.

We value your involvement and ask you to please show your support for those running for election and use your vote! For any queries about your membership or the election please contact:

Deirdre Leyden, Membership and Governance Manager

deirdre.leyden@gosh.nhs.uk or on 020 7405 9200 extn 5668



My name is **Stephanie Scullard** and I have been a volunteer at GOSH for 2 ½ years, firstly as a guide and for the past 18 months as Patient Parent Support on CICU Flamingo ward.

I am married with one daughter who also works at GOSH. I started volunteering after I retired from my job as clinic receptionist at my local hospital. I was for 5 years a home library volunteer with WRVS taking books to housebound people. I also do voluntary work for MacMillan. I am also a great cat lover and breed and show British Shorthair cats along with my husband and daughter.

I enjoy my role on CICU talking to parents and families of children on the ward. I get to know some of the families very well as a lot of the children are on the ward for long periods of time. It is very rewarding when the families receive good news and the children are on the road to recovery.

I am standing for council as I have a great belief in what GOSH is doing and achieving and would like to help through the council to help GOSH continue the work. As volunteers we have close contact with the families and staff and I feel that I can represent some of the families' views which can benefit GOSH, staff, volunteers, parents and families and ultimately the children themselves.





My name is **Aaron Gardner** I would like to run for Councillor to use the knowledge and experience I have gained through my service to Great Ormond Street Hospital to help benefit patients, siblings and parents in the future development of the Trust.

I have been a volunteer at GOSH for the past 4 years and see weekly the amazing work the hospital does. As a volunteer I come across many comments from parents, patients and siblings. I would like to listen further to people from my constituency then turn their voices into action.

GOSH has changed greatly over the past four years. Play services for me is a crucial part of recovering. Saturday Club is a weekend play service for patients and siblings. I am hoping to be able to work as a team in developing access to play services not only during the week but also at the weekend. On top of this I would like to work together with the other Councillors in creating a hospital that ensures patients and parents are central to making

decisions.

Other areas that patients, siblings and parents have spoken to me about include:

- Better communication, especially information regarding weekend events and
- Play equipment available to be accessed during the weekends, some play room equipment is locked away.

Overall the people I speak to within the Hospital speak to me about the wonderful staff and amazing volunteers! The volunteers are spoken about the most when it comes to talking about the patient's experience, we always put the 'child first and always.'

I feel that I would make an excellent addition to the Members' Council, as I always strive to maintain the highest standard care for patients, siblings and parents when I volunteer. Also I feel being an advocate on their behalf will be a great honour. Together we can make a better Trust.



'In it for themselves' and 'out of touch' are phrases we all typically hear whenever we're talking about elections generally. I guess I'm running for election to make sure that everyone can speak knowingly and positively about the GOSH Members' Council in the future.

It's so important that we all know and feel positive about the Members' Council, because it's the umbilical cord to GOSH's services. I realised this when I randomly attended a Council meeting as a member of the public. After being ill as a child I became a big fan of GOSH as an adult and I wanted to get to know it better. Ever since I went to that meeting, I've been volunteering to connect the Council and the GOSH community (you may have seen me recruiting in the lagoon or at the Race for the Kids) but there's

lots more I'd love to do for GOSH as an elected Councillor.

GOSH can only improve if it learns from those who support it and are served by it. Staff, volunteers, patients, parent/carers and members/donors all have important things to say, but don't always have the time or confidence to say them, or the belief that they will be heard, so I want to be their megaphone. By being as proactive and approachable as possible online and in person, I think I can multiply GOSH's membership numbers and truly connect the Council to the GOSH community.

Volunteers don't have their own constituency in the election (which I'd like to put right), but if you're able to vote in the South London public constituency where I'm running, I'd be honoured if you lent me your support. Keep up the volunteering and contact me via www.twitter.com/kevinarmstrong if you have any queries.



Halloween 2014



The Lagoon was once again transformed into a spooktakular party space for GOSH patients and families. This year was the busiest ever with over 130 children and the buzz and energy was fantastic.

Children came dressed up in their Trick/Treat outfits and once they had been face



painted or tattooed they really looked the part. They were then able to have their picture taken against

a special themed background to take away as a memento. Our super cool entertainers from the Bakehouse Factory were a real hit with everyone.

The Party was packed full of themed arts crafts and games. The children had great fun making and decorating witch and wizard hats, designing face masks and making spooky window



decorations.

Treats (and fruit) were in full supply including special Halloween

cup cakes and the Balloons - every



child's face lit up as they picked their favourite bat, cat or spook to take away.

Many parents told us that we had made their child's day. They would otherwise have been unable to take part in any Halloween celebrations and really



appreciated this opportunity to do so as a family.

A parent came to us to say that her daughter was all dressed up as a pumpkin and ready to come to the Party but at the last minute she was unable to come. Halloween Panda made a trip up to see her bringing some Halloween goodies and made her day.

Meanwhile the Party was also



happening on the wards for those

patients unable to come down to the Lagoon. Working with Play staff our spooktakularly dressed teams of volunteers led by Jo and Jenny visited wards bringing arts, crafts and games and spending



time with patients and siblings in small groups in play rooms, or, on some wards taking the Party into patients unable to leave

their rooms. Patients were already dressed up (some quite scary



creations) and waiting in their beds for the volunteers to come.

We made sure that everybody who wanted to take part was able to do so.

As for our super team of volunteers – what can I say? Your costumes were outstanding – what a selection from an assortment of bewitching witches, wonder woman, the Hulk, Black Hatter, pumpkin, skeleton, zombie prom queen, cats, pirate, monster, red riding hood, Elsa and of course our very own Halloween Panda!

Our mission, once again, was hugely successful – Thank You We couldn't do it without you!

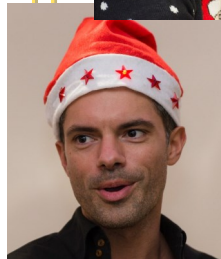
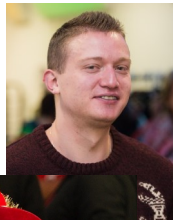


Christmas party 2014

This year's Christmas party was a combination of party and celebration, as we included the annual Make A difference Awards.

We welcomed our interim Chief Exec, Julian Nettel to the

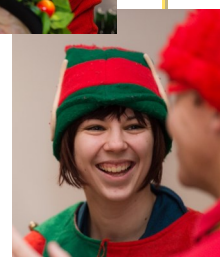
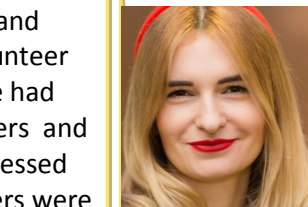
We hope you had a great evening and look forward to seeing you at the next one!



celebration as our guest speaker, where he gave a wonderful speech about the professionalism and dedication of the huge volunteer team. He explained how he had met many friendly volunteers and described how he had witnessed the difference the volunteers were making to patients and families lives. He was also impressed by the diversity of the volunteer team.

We watched the film 'What have you done to make yourself proud' - about volunteers in GOSH, which certainly brought a tear to many eyes.

The event was well attended, with lots of fun costumes! There



certainly was a lot of laughter and silliness, lots of games and general fun.



Around the Trust news...

What's happening in the Cardiac Wing? Progress update and site tours

Work continues apace to transform the old Cardiac Wing and create the Premier Inn Clinical Building. A construction report with photos of activity on-site since June 2014 is now on GOSH Web. You can also check out progress first-hand by signing up to Skanska's Open Doors Weekend on Friday 6 and Saturday 7 March 2015. Book your place to attend a one-hour presentation and

site tour on the Open Doors website: www.opendoorsweekend.co.uk/site/177#about. Places will be allocated on a first-come, first-served basis so please book early and note that the site tour involves access limitations.

Opening of Turtle Imaging Suite

We are pleased to announce the opening of the eagerly awaited Turtle Imaging Suite, with patient scanning commencing on Monday

26 January 2015. The Turtle Imaging Suite, consisting of state of the art CT and 3T MRI scanners, is located on Level 1 of Southwood Building

Name Changes

The main Outpatients Clinics in the Frontage and VCB have changed their names. Keeping to our animal themes, you can now find Cheetah (for Surgical Outpatients), Rhino (for ENT/Ophthalmology and Manta Ray (for Neurodisability and Speech and Language).

GOSH Charity



RBC Race for the Kids 2015

Whether you're a superstar sprinter or prefer a leisurely stroll, we would love for you to join us for our biggest event of the year!

All ages and abilities are invited to come and take part in our annual 5k family fun run. Along with the run, there will be plenty to keep you and your family entertained.

Plans for the 2015 event are currently underway. Register your interest now at www.raceforthekids.co.uk and we'll keep you updated with the latest news.



Bad Hair Day

13 February 2015

Wear your hair wild and donate



Sign up today!

www.gosh.org/badhairday

Great Ormond Street Hospital Children's Charity. Registered charity no. 235825.





We need YOU! New Roles

New roles coming up. Are you interested? Please see Patti or send her an email for more info, a look at the role descriptions and to sign up to any of these.

Phlebotomy clinic:

A really exciting role supporting the clinic as a welcoming and helping hand volunteer. Various tasks to support this busy clinic and be part of a team. With this role comes some opportunities to spend time in some radiology, CT and Nuclear Medicine clinics observing procedures as well as some time in urology theatres observing. Ideal for volunteers studying medicine or anyone interested in these areas.

Crocodile Club:

Are you creative, energetic, fun loving? Croc Club might be just right for you! The Club needs a few more fun volunteers to help out on Mondays and Thursdays.

Costume Characters:

Volunteers needed to be one of our superheroes/heroines, costume characters or character chaperone on a regular basis and at special events. You will need to have good coordination and ability to 'perform'!! Expect LOTS of hugs from the kids if you do this role.

Information & Workshop for costume characters and chaperones:

Are you interested in being one of our superheroes or other costume characters, but not sure what it involves or how to perform? Then why not sign up to the workshop and learn techniques for performing! Training session will be held on 19th February, midday to 2pm. Please email Patti for further details and to book your place.

Patient Experience:

This would be a great chance to help the Trust survey patients and parents about their visit to the

hospital. You will join a fun team of volunteers already collecting valuable information

Charity Support

The Community Fundraising Team at the charity offices are looking for an enthusiastic volunteer to help support donors with their fundraising.

If you are confident on the phone, organised, computer literate and able to come in for a day or two half days a week we want to hear from you. For more information please contact catherine.sheard@gosh.org or call 020 7239 3013

Foundation Trust membership recruitment:

Are you charming enough?? The Trust needs to keep up a steady recruitment of new members to maintain the strong membership base. This role simply requires you to approach visitors to GOSH and be charming!

In Remembrance

Colleen Mankin was a warm, kind and committed volunteer who worked with us for a couple of years in a variety of roles.

Colleen died on the 14th October 2014, after a period of illness.

Everyone who knew her will agree that Colleen's joy in the simplest pleasure and encountered in life was infectious.

Those who spent time with her came away enriched. Colleen was a notable artist, she saw the world with a painters eye. She had a deep love of nature and the countryside and



especially of the sea. She seemed to embody

independence and freedom, whilst at the same time showing loving kindness to all.

She loved to inhabit the world of literature and ideas, she received her degree in psychology quite recently and was still studying up to the end of her life.

Her fortitude and radiant acceptance of the limitation imposed on her life by her illness were an amazing example of all

her know who.

She was much loved and sorely missed.



Thanks & Final Thoughts

Jamie, your guys do an awesome job! Great to be working with you.

Kindest Regards

Fiona Evans-Lothian | Interim Head of Catering

Dear Jamie

Without the volunteers the experiences for the families would I am sure be much harder.

Thank you to you and the team for all the support to the Trust but particularly Outpatients.

Zoe Wilks

Head of Nursing/Operational Manager Outpatients

Many thanks to you and the volunteers Jamie, you do a great job and they make such a fantastic difference to the patients, families and staff

Caroline Joyce

Assistant Chief Nurse Quality and Patient Experience

Hi Patti

We had so many of our children come down to the Halloween party, everyone loved it, pretty much all our hemo dialysis patients came down once they'd finished their dialysis. Also the volunteers coming up worked really well as we had plenty of kids who couldn't come down, so they didn't miss out, and we had other volunteers come up all dressed in their Halloween costumes. Thanks

Lynsey

Play Specialist, Eagle

Jamie –

I was on a SMT course on 29th Sept and we had to do a very brief 'Be The Patient' experience and we had interaction with the volunteers to ask to go to a certain location. On shift were a couple of volunteers in main reception. My colleagues that I was with asked for the information and felt that the volunteer went above and beyond, but not only showed us, but took us to the RLHIM building. She was super helpful. During the feedback session, another group had to get to the lagoon and other volunteers took them there. What they told the group was they received a warm welcome on arrival and not only did the volunteer take them to the lagoon but told them about the opening times and advised them a little of the layout. They felt this was above and beyond.

I recently heard that a really good greeting can be like receiving a hug when you walk into an environment and are anxious and unsure of what to expect of the visit. I think the volunteers would have made excellent first impressions to our families that day and I am sure they continue to do so. You should be so proud of their work!

Chantelle Sculfor

Assistant Manager, Outpatients

Hi Patti

I want to say a huge THANK YOU to volunteers Nora, Alison, Pamela and Lucy for their input today.

They were fantastic especially with the children/young people participating in the workshop.

Chatting to them they said they had enjoyed it and learnt a lot.

Thank you again.

Jo Trussler

Clinical Planner

Quote of the Month

I would like to pass on my thanks to the very friendly and helpful volunteer who helped us during our last visit.

A smiling face when greeted by a difficult moment made our visit to the hospital that less daunting. Thank you.

[GOSH Parent]

Reminders

Don't forget to vote at the Members Council Elections from 27th January. If you are not a member of GOSH yet, please see Jamie for a form.

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!

