



Winter 2016

Focus

Great Ormond Street 
Hospital for Children
NHS Foundation Trust

**Volunteering at
Great Ormond Street
Hospital**



Welcome from Jamie Wilcox, Head of Volunteer Services

Hello everyone and Happy New Year!

After last year's amazing achievements, where we saw record numbers of people volunteering in the hospital, we look forward to another year of growth for the volunteer programme— this includes creating new roles and continuing the work of getting the message out to all staff about how valuable volunteers can be.

We also look forward to building on our relationships with all our Trust partners - including Play, the School and Activity Centre, Go Create, Social Work and Psychology—and of course all the different departments and wards and our special relationship with the Charity.

In this edition of VFocus we hear from a couple of volunteers about their work, some important projects in the Trust and catch up on some of the fun things that happened in the last part of 2015. There's been plenty of interesting news about volunteering in the past year.

With over a billion people worldwide, volunteering is a growing phenomenon, with lots of interesting studies

done on the effects of volunteering for an individual .

New studies from Harvard University, USA, have claimed that people who volunteer spend less time unwell (people over 50 who volunteer spend 38% less time in hospital—as patients of course!). Well, we probably all knew this, with such a healthy and happy team of volunteers! So forget that gym membership—all you need is volunteering!

One of the big pieces of work we will be focusing on over the coming months is creating an easy to use monitoring system, so that we can really see the impact of volunteers supporting wards and departments. We'll need your support on this—you will be the ones to gather the information, while you are volunteering. So watch out for it in the next month or so.

Roll on Spring!

Best Wishes *Jamie*

Welcome Wave! A big hello to our new volunteers

Citizens Advice Bureau - Mark O'Grady

Dietetics - Naomi

GOSH Guides - Annabel, Chantelle, Gillian, Hannah R, Jean, Jen, Kristina, Liz, Neelam, Parissa,

Performer - Eloise, Hana, Katie, Rebecca

Saturday Club - Leyla, Sophie, Tesneem, Young Joo

School - Danielle

Movers and Shakers! Volunteers who have moved to new roles

Baby Buddy - Jen, Kami, Katerina, Lucy G, Lucy S, Rebecca, Wung,

Badger Buddy - Seb

Chronic Pain Clinic - Louise

Play Support - Janice, Laura C, Laura D, Natasha, Shira

Patient and Parent Support - Julie

Physio - Hannah W, Katz, Patricia

Urodynamics - Ameeta



GOSH Volunteer, Eda in India

This report is from one of our volunteers, Eda Giray, who is a member of the Crocodile Club and recently spent 3 months in India with an International Development Organisation. She describes her wonderful experience here.

Hello fellow volunteers!
I would like to share an experience with you, something tiny that might spark a flame, inspire or open the door to something you never knew was there (as I wouldn't have known if not for a random whisper, much like this one!)

Recently I have come back from Southern India, where I was volunteering with International Citizenship Service (ICS) with the charity Restless Development. I spent 3 months in the rural community of Alangayam, 6 hours from the capital Chennai. I worked as part of the health team planning and delivering sessions to children and young people on critical issues in the community. We identified the issues by talking to the mayor, teachers, hospitals and women's groups. The community we were in was affected by Dengue and diseases caused mainly by poor personal and environmental sanitation. We started "Toilets4Change" campaign, importance of clean toilets, promoting the



use and provided sessions and events that encompassed the importance of personal and environmental hygiene through this subject.

My team was fabulous, and once I started talking about GOSH Crocodile Club and my job at the nursery, we were immediately drawn to the idea that learning and awareness should be implemented by arts, creativity and fun!

We quickly came to be known as "the glitter team" of ICS! The best part was that this approach was great for the language barrier and we were praised for being so engaging and informative.

ICS is a brilliant development and cultural exchange programme like no other. Living and breathing another culture and becoming part of a community, as we did, living and eating with host families and working with national counterparts, was an amazing experience and I am lucky to have been part of it.



So, if you're a hard worker who's keen to gain skills in international development, feel free to get in touch with me or go to their website and see if you can—as Gandhi said: "Be the change you wish to see in the world".

Peace and love!



Patient becomes Volunteer, Part 2

Following on from the last edition, volunteer, James Cobb continues his interview with Di Robertshaw who has worked at GOSH for more than 40 years and is Practice Educator for the cardio-respiratory department.

JC: Educating and helping nurses to show sensitivity and put themselves in patient and parent shoes must be something you feel is important to impart?

Di: Yes and it is very difficult to teach as it comes from experience and being around parents of sick heart children. Parents want to know what the future holds, what it will be like. If you send a blue baby (low oxygen) home, you can't just say it'll be alright, treat them as normal because it's not. I often take nurses with me to learn what to say, what parents want to know rather than what they think they need to know. You need to find out what their worries are. Little things are important, like these kids get really cold. We have a nursing team calling parents to find out how things are; sometimes nurses say to me 'I don't know how to answer this...' It seems simple but it's about working through and thinking about all the options, not dismissing things as ok.

JC: Childhood obesity is a big healthcare subject at the moment, is this frustrating as heart children can be underweight, especially if they have a limiting condition?

Di: (Heart) kids don't eat a lot so all you want to do is give a little bit of this and that. If children are not eating much I have advised to offer two options, popular and slightly less, it's not about offering chocolate or a potato! If you put a lot of food in front of a 2 year old they'll just look at it! We still have problems getting food into our heart children and



have dieticians who do wonderful plates of things and it's often about just eating little and often.

JC: It is sometimes just so tiring for them to eat, they're thinking 'excuse me, I'm trying to breath here...

Di: Absolutely right, we don't have a big problem with chocolate but anything with salt in it like crisps; you have to have eyes on the back of your head!

JC: What's it like working with GOSH volunteers?

Di: It's fantastic, we have been fortunate to have people in cardiac come and volunteer and for years we have had older adults come in who had heart surgery here in the 60s, 70s as part of the heart organisation for parents so we are used to working with them. Volunteers feel part of the team and we feel good as they can go and read with a child, keep them occupied. As part of our values it is very important we have welcome volunteers (guides). You see people coming into GOSH thinking 'this is scary'; there's always a smiling guide in yellow saying 'can I help?

Parents talk to volunteers and tell them their troubles, which can be stressful for volunteers, but it gives parents an opportunity to rehearse what they want to say (in clinic). They sometimes feel alone and at a loss and all they want is someone to

listen to them. Living in London is very stimulating, you meet people from all over, there are so many things volunteers can do and it's about using skills people have got.

I like working with staff and volunteers who have been through childhood illnesses and know what it's like. Often parents say 'well you don't understand', well you (James) definitely do. It's good for them to see people who have come out the other side and doing things to help others.

JC: What do you like doing on days off, hobbies, you like tennis, who is your favourite player?

Di: Federer! Partly as he does such a lot of work for charities and is generous with his time, he is a really nice person and has helped a lot with our heart children. I run an organisation that helps nurses caring for heart children, so a lot of my time is work related.

JC: So you're very passionate about your work?

Di: Yes! I also like travelling and have good friends placed around the world. I combine visits with going to conferences, I like driving and have driven across America! I flew to San Francisco, for a conference via the Grand Canyon, California, to Arizona Phoenix for the conference. I then drove to Texas, the Golf Coast, New Orleans, Mississippi, Georgia, the Atlantic Coast...about 4,500 miles. It was very exciting. I am also a church warden and am on the city deanery seal as a secretary. That keeps me busy. I have so many patients from around the world that when I go to Malta, I jokingly say that I will be playing spot the patient!

JC: Thank you for your time and interesting insight.



Volunteer's Christmas Party



What a load of fun everyone had at the end of year celebrations! With around 100 people attending, there was plenty of food and drink for all.

We saw volunteers from lots of different wards and roles and also some volunteers from other organisations that provide services in the hospital.

The highlight of the evening was the wonderful music provided by Radio Lollipop and the Silly Awards.

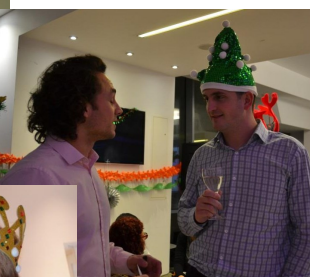
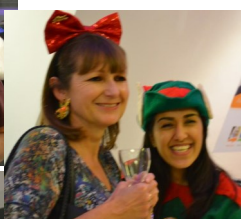
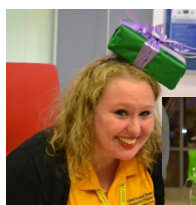
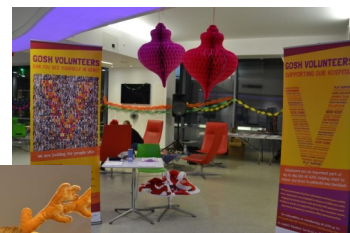
The party also has a serious note, where it acknowledges the wonderful work of our huge volunteer army! Remembering that our volunteers donate more than 180,000 hours of time in the last year. The Trust is enormously grateful for the generosity of volunteers and recognises the value our volunteers make

Volunteers received Make a Difference Award Certificates and

for those volunteers that have been here for longer than a year, they received a 'Proud to be a GOSH Volunteer' badge.

Later in the evening the Silly Awards acknowledged the creativity of volunteers with the best Christmas hat and the best costume for the evening.

If you missed out this great event, look out for the events this year!





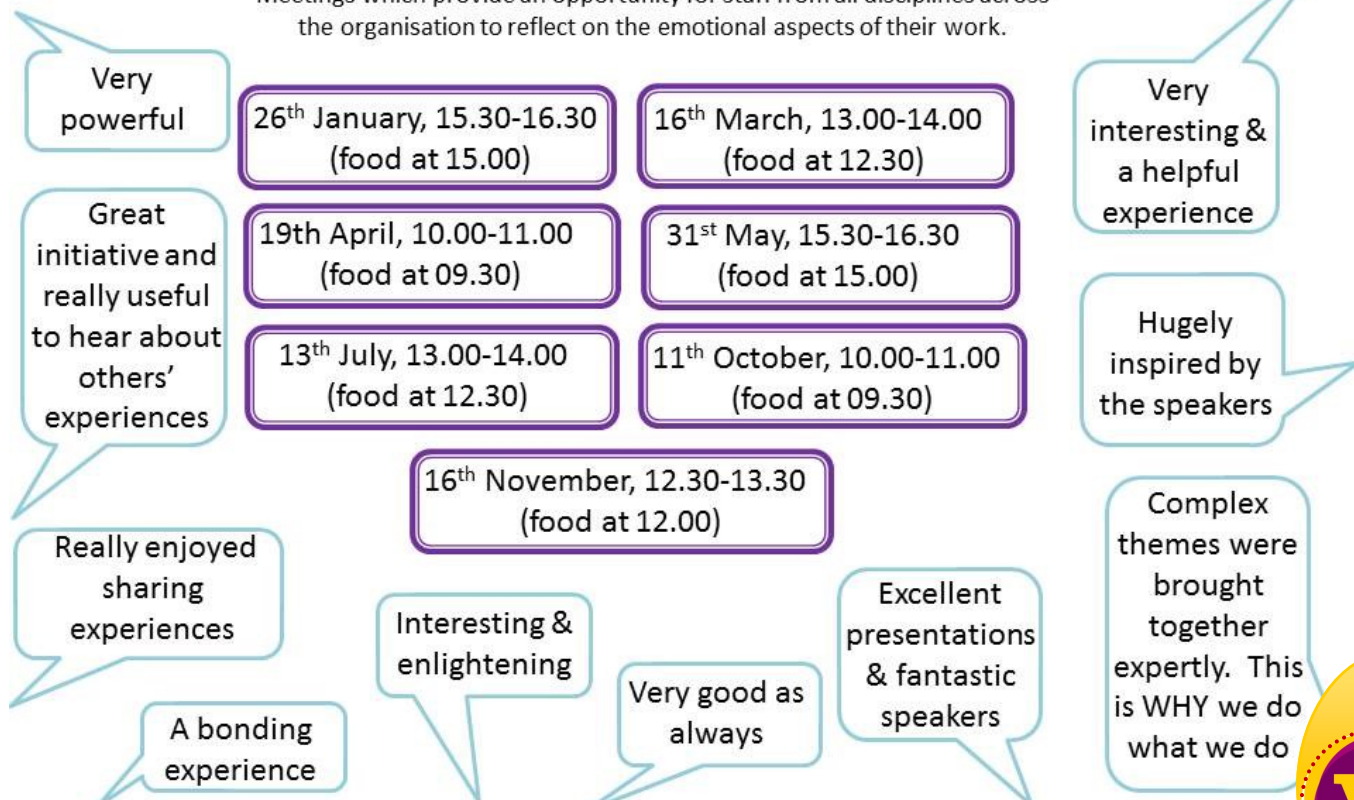
Nutrition and Hydration Week 14th to 20th March

Watch out for the fun events during this week, where there'll be lots of activities for patients and families. There will be 'protected mealtime' events, tips for healthy eating and free give-aways, such as smoothies and mocktails. On the Wednesday we will be looking to break the world record for an afternoon tea in one place! Come and join in!



SCHWARTZ ROUNDS 2016

Meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work.



Staff & Volunteer Awards

Do you know someone who deserves an award?

What better way to celebrate an individual or team who lives Our Always Values than by nominating them for a staff or volunteer award? There are a number of different categories, so if you know someone who goes the extra mile and deserves to be recognised more widely for being Always Welcoming, Always Helpful, Always Expert and Always One Team then take a second to tell us why. Nominations open on



the 9th March and all nominees will receive a personal letter from the Chief Executive and an invitation to our award ceremony on Tuesday 7th June., 5 to

7pm. To make a nomination please email details of who you are nominating and why to staff.recognition@gosh.nhs.uk or speak to Jamie for more information.

Volunteer of the year – the award for Volunteer of the Year will also be up for grabs! The award is for an exceptional person who has made the greatest impact and contribution to the experiences of patients and families at the hospital.

Good luck everyone!

FRIENDS & FAMILY TEST

Encouraging feedback from parents and patients:

We know that you hear lots of great comments from our patients and parents. We'd be really grateful if you could encourage families to write their thoughts down on the Friends and Family Test cards that are around the hospital and on the wards, hopefully you've seen our colourful pirate card holders!

We love hearing about what we are doing well, but if you pick up any concerns and/or the patients families tell you something that they think 'just not right', we need to know so we can fix it or make sure it does not happen again. If the family does not want you to raise their concerns on their behalf and/or they do not feel

comfortable doing so themselves, they can always write this information on the Friends and Family Test cards. These are anonymous so staff will never have to know who filled them out.

For more information about the Friends and Family Test, or if you see any box that has run out of cards please contact Suzanne Collin (Project Manager) at suzanne.collin@gosh.nhs.uk or call her on 8487.

FRIENDS AND FAMILY TEST: INPATIENT AND DAY CASES
Great Ormond Street Hospital

We would like you to think about your experience in the ward where you spent the most time on this stay and then answer the following question.

How likely are you to recommend our ward to friends and family if they needed similar care or treatment? (please tick)

Extremely likely ☐ Likely ☐ Neither likely or unlikely ☐ Unlikely ☐ Extremely unlikely ☐ Don't know ☐

Please tell us more about your response to the question above:

All comments provided will be used to improve our services, however please tick here if you do not wish your comments to be published ☐

Word Date

Please complete your details if you wish to be contacted. Otherwise please leave blank.

Name

Contact number/email

For this visit, please tick if you have stayed for one night or more in a ward area (excluding the GOSH hotel) ☐

Please tick if this is your first admission ☐

Are you: A patient ☐ A parent/carer ☐

When you have completed this card, please put it in the feedback box on the ward or freepost it back to us. Thank you for your help.

Hello! Great Ormond Street Hospital for Children NHS Foundation Trust

We would like to know what you think about our Ward / Department.

If someone you knew became poorly and had to go to hospital, would this ward be a good place for them to come to?

Please colour in the face that shows what you think

Yes ☐ Don't know ☐ No ☐

What ward are you on?

How old are you?

For this visit, have you stayed one night or more?

Yes ☐ No ☐

(Please turn over)

Write or draw what you think was **good**

Write or draw what you think was **bad**

(Please post this card in the post box on the ward. Thank you!)



Give to GOSH Appeal

Over the festive period and into the New Year, Great Ormond Street Hospital Children's Charity has been the partner for *The Independent*, *Evening Standard*, *i* and London Live Give to GOSH appeal.

Ending on 14 February 2016 – Great Ormond Street Hospital's (GOSH) birthday – funds raised by the appeal will help support research programmes for children with rare diseases, the creation of a new unit for children with heart failure, the Louis Dundas Centre for Children's Palliative Care and patient and family support programmes at the hospital.

Inspirational stories from GOSH staff and patients featured prominently across all the newspapers and online since the appeal launched on Tuesday 24 November 2015. Front page coverage was given to patient Elliott, who has spent more time on a Berlin Heart than any other child at GOSH. Fundraising milestones also made the headlines, with the campaign

quickly breaking the £1 million mark, reaching £2 million in the first week of the New Year and passing the £3 million milestone at the end of January.

month-long challenge showed solidarity with patients at the hospital who often have to give up things they love while they are receiving treatment. We were supported by famous faces such as

Gabby Logan, who gave up chocolate and biscuits, and our own Medical Director Dr Vin Diwakar, who gave up cake.

Alongside raising money for the charity, the campaign has given us an opportunity to showcase the excellent work we do at GOSH. We have heard incredible stories from Play Specialist Lynsey Steele, Senior Chaplain Jim Linthicum and Healthcare Assistant Faiza Yasin, who also volunteers

in the hospital and sits on the hospital's Young People's Forum. Visit the dedicated **Give to GOSH** page on GOSH Web or gosh.org/givetogoshappeal to see the coverage and exciting video content.



Celebrity endorsements came from many of our famous friends, including Johnny Depp, David Beckham and Barbara Windsor. *Star Wars* legend Mark Hamill visited the hospital, where he met staff and patients, including four-year-old Jake Morgan who recently had a kidney transplant. The *Evening Standard* described the visit as a "Jedi Knight to remember for hospital children".

Hamill said he chose to visit GOSH rather than appearing on the *Graham Norton Show*, which some of the *Star Wars* cast were filming during his visit on Thursday 17 December.

January saw many of our supporters, staff, patients and families joining the **Give it up for GOSH** campaign. As well as raising funds for the appeal, this



Santa comes to GOSH

On the 22nd and 23rd of December, Santa made a special stop off at GOSH! Assisted by loads of elves, Santa made his way around outpatients and six wards, seeing dozens of children and families.



GOSH are very fortunate to receive hundreds of donated gifts from families, companies, charities and individuals, to help brighten up the children and young people's stay in the hospital.

It's a huge privilege that Santa takes time out of his very busy schedule to come to GOSH and to help give out the gifts.

So we say a huge thank you Santa and see you next Christmas!

It seems that the people who were most excited about seeing the real Santa, though, were the staff!

Everywhere he went he was swamped by people wanting photos. He even spent some time 'Face-timing' a young boy who couldn't be here.





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.

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.

Costume Characters and Chaperones

Are you a budding performer?? Do you love getting dressed up and enjoy entertaining? We need to build our team of costume characters and people supporting the characters. Please let Patti know if this is something that interests you.

Parties on the way!

Tuesday 12th April is the date set for our next Patient Party with the theme of Charlie and the Chocolate Factory. We will be

based in the Lagoon as well as taking the party up to the wards. If you would like to join our event team for the day please contact Patti: patti.hogan@gosh.nhs.uk

VFocus Journalists

Fancy yourself as a journalist? We need volunteers to help with writing articles about the experiences of other volunteers in GOSH, events and activities in the hospital.

If you would like to help out with VFocus, which comes out quarterly, please contact Jamie: jamie.wilcox@gosh.nhs.uk

What's new in GOSH Volunteer Services

Squirrel Baby Buddy

We have extended our hugely successful weekday Baby Buddy service to Saturdays. This has enabled our volunteers Lucy G, Lucy S and Jen to provide specific one to one support for patients –



cradling babies and young children, giving much needed nurture and support. Baby Buddies help lower a baby's stress levels by holding and rocking them when nurses are busy and the infant's parents can't make it to the ward.

IPP Baby Buddy

Due to the success of our Baby Buddy service on other wards,

Butterfly and Bumblebee have also requested the service. Kami, Wung and Rebecca started the service in mid January and I am sure they will do an outstanding job.

Crocodile Club

Thanks to our Team Leaders Christine, Anne, Isabelle, Lisa, Jen, Jo and their talented teams, we have increased our Crocodile Club days to Tuesday, Wednesday and Thursday. Numbers of patients and siblings have increased as the Club becomes more and more popular. As well as lots of exciting arts and craft activities, there are regular visits from our GOSH

mascots Bernard and Wendy Bear who can be seen dancing along to the music sessions provided by our



GOSH Charity News

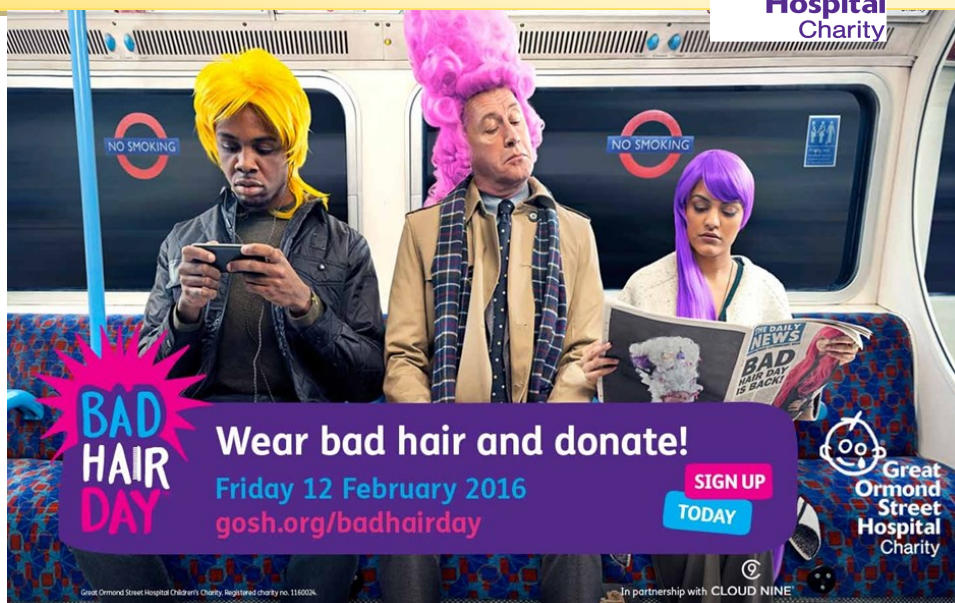


Bad Hair Day is coming...

We're asking people across the UK to wear bad hair and donate on Friday 12 February 2016. Pop on a wacky wig, crimp your crop, mousse up a mean Mohawk and make a difference to the lives of thousands of very ill children who need our help every year.

Sign up today to receive your free fundraising kit, packed full of materials, including balloons, a collection box, and your very own sweepstakes game.

www.gosh.org/BadHairDay



RBC Race for the Kids 2016

Registrations for our annual 5k family fun run recently opened and we're delighted to announce that the event will be taking place in a brand new location – London's iconic Queen Elizabeth Olympic Park – on Sunday 15th May.

Everyone's welcome to take part, from laidback strollers to seasoned sprinters. Along with the race, there will be plenty of entertainment for the whole family.

Sign up now and be part of our biggest event of the year.

www.raceforthekids.co.uk | raceforthekids@gosh.org | 020 3184 3270

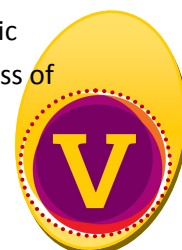


BT Tower Climb

Last chance to sign up for our brand new stair climbing challenge at the BT Tower!

It's a long way up and you're not taking the lift. Have you got what it takes to power up 34 floors and over 1,000 stairs to the top of this iconic building? Be rewarded at the top with a glass of Prosecco and spectacular views of London.

Don't miss out - sign up now!



Thanks & Final Thoughts

Please remember to close and lock the door on the Volunteers' cupboard in the Lagoon. It has been left open on a few occasions, with other volunteers' valuables on the shelves.

Thank you:

Dear Jamie

Further to our conversation earlier, I wanted to take this opportunity to thank your amazing volunteers for their tireless efforts in supporting the families and our patients at the main entrance and with the flows through and into OPD both on the main site and RLHIM.

We have been lucky enough to have many of the volunteers stay with us as GOSH guides and Team Leaders over the years. Throughout this time they have been with us through many of the changes to our physical space and our most recent staffing increases and new receptionists and processes commencing.

Throughout this they have been a constant source of support and reassurance to our families who on occasion have probably found the new layouts not the easiest to negotiate the first time around for their visit.

They do this with a constant smile and are definitely an extension of our main reception team.

Please pass on my thanks to them on behalf of the Main reception, Fares and Outpatients services here at GOSH.

Chantelle Sculfor | Service Manager

Outpatients Department,
Central Bookings Office, Medical Records, Psychology, Play & Main Reception

Dear Radio Lollipop

I felt I just had to write and say a huge thank you to everyone who took care of my son Kelley while he was a guest on Sky Ward earlier this month.

After a fleeting visit to Woodpecker Ward, Kelley had surgery performed and was admitted to Sky Ward.

His stay was an amazing experience and I am so grateful to all the nurses, doctors, OTs and physios who made sure Kelley got the best quality care.

While we were there we were visited by musicians who played guitars and a lovely pair from Radio Lollipop who made cardboard people with my son.

I can't thank everyone enough and we're looking forward to coming back for the next stage of his treatment.

[Parent of patient]

Quote of the Month

Can you thank Santa and his Elves for the wonderful experience they brought to our wards today.

It was so amazing seeing the children's faces - some of them just couldn't believe that the real Santa had come to visit them in the hospital!

It certainly produced a few smiles.

Keep up the great work that you do!

Maggie Metary

Bear Ward

Reminders

Please ensure you remember vital infection control procedures when working on wards.

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

