

Autumn 2013



VFocus

**Made for the
volunteers at Great
Ormond Street.**

Welcome from Jamie Wilcox, Head of Volunteer Services

Hello everyone.

It's been a great summer, hasn't it? Lots of fun things have been happening here at GOSH, including the Summer Fayre, plenty of parties and the usual warm weather activities. We saw the launch of the new Crocodile Club, and in this edition of VFocus there's plenty of news about what volunteers are doing around the Trust.

I want to take this opportunity to remind you all of some very important policies on professional boundaries. Please remember these are in place to protect both you and the patients and families. You must **never** over-step your role, particularly if you are working on a ward and directly with patients and families. Never exchange your personal details, including phone numbers, addresses or any social networking profiles; never give gifts to patients or families; never spend too long with the one family, unless directed to by your supervisor; always be mindful of maintaining a professional 'distance' and not getting too emotionally or practically involved - it is not your role to perform duties of those paid and qualified professionals within the Trust; learn and understand the policies and procedures of your ward/department; and always be respectful to staff and your supervisors. If you are at all concerned about the safety of a child or young person, please report it to a senior member of staff. The full policy can be found in your Volunteer Guidelines and if in doubt come in and chat with me and Patti.

It never hurts to refresh your memory on some of the many policies the Trust has, which you all have access to in the on-line document library, or you can come into the office to get a copy.

There's lots to get involved in over the coming months. Look out for info in this VFocus!

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:

Admin (Lung Function) - Targol

Badger Buddies - Iqbal, Libby, Moonisah

Crocodile Club - Becky, Katie, Sameer, George

GOSH Guides - Aaron, Aliya, Alistair, Amy, Ann, Anne, Carole, Catherine, Charlotte, Chelsea, Cleo, David, Dionne, Elizabeth, Gabriela, Hayley, Ikran, Jason, Kaitlyn, Ketan, Kim, Limor, Lynn, Matthew, Melissa, Michelle, Mirko, Monika, Nasira, Rosalind,

Samantha, Sarah B, Sarah G, Shelley, Syed, Tanya, Vaida

Neurodisability Clinic - Valerie

Pharmacy - Gauri

Play Support - George, Judith, Lesley, Ruth

Saturday Club - Kirsty, Raphaella, Rosie

Volunteer Services - Vinh





A day in the life of... Phlebotomy volunteer, Chris



When Patti first asked me to help out in phlebotomy, I confess I didn't really know where or what that might be! As most will probably know, it's the department, based in the Royal London Hospital for Integrated Medicine, that takes blood samples from patients from all areas of the hospital for analysis, a vital part of the process in treating our patients.

I was part of a team seconded to the department to help introduce a new system designed to improve the service to patients there.

Carol Graham, the senior staff nurse in charge of the department explained the new system to me and my fellow volunteer Crosby Brown on our first day. In essence, there are a set number of nurses taking blood during the day, but a

varying number of patients needing to have it taken. That can sometimes mean long waiting times and very frustrated parents and children. The new system uses an automatic numbering device that ensures patients are seen strictly in order – providing they pull a ticket! Our job was to see they did, and to help explain the system and sometimes the reason for the delay.

Crosby and I soon found ourselves on the front line. As the queue grew longer, patients wanted to know 'how long?' and we had to make sure we had a realistic answer. The new system does mean that everyone gets seen in strict order and that can be easily understood as the numbers tick by. It also means that the volunteer can help to manage expectations and reduce frustration. Many patients when confronted with an hour's wait (or more) can now take the opportunity to have a meal or a

coffee, or fit in another appointment at the hospital, safe in the knowledge that they will not lose their place in the queue.

After a few weeks, we all felt the new system, and the new 'human interface' with the volunteers, was making a real difference. The nurses could concentrate on doing the real job of taking samples from some very nervous patients and the patients themselves were commenting on the better service!

Chris Warren

Updates—Dates for your diaries



Volunteer Forums - Conference room of York House:

- 23rd October
- 21st November

Saturday Club - Activity Centre & wards:

- From October, Saturday Club will run every Saturday from midday to 5.30.

Training:

- Volunteer Training & Assessment - 27th November
- Trust Induction
 - 21st October
 - 11th Nov
 - 16th Dec
- Saturday Club - TBC

- Loss & bereavement - 12th November

Halloween Party - The Lagoon:

- 31st October. 2.30 to 4.30

Crocodile Club - The Lagoon

- Every Thursday 12 to 2.30

Volunteer Christmas Party - The Lagoon

- 12th December



GOSH Charity



Looking for an easy way to support the hospital at Christmas?

Can you believe that the festive season is just around the corner? Very soon we will be thinking about our celebrations and getting the decorations ready to put up around the hospital. As you know everyone here will be focused on



getting as many of our patients well enough to go home so they enjoy Christmas at home with their families. But for many it just won't be possible. We would love you to help us raise a smile this Christmas by taking part in our 2013 Christmas Poster Appeal.

It's really easy to take part:

- pick up a Christmas poster pack from the Charity Desk in the Lagoon and display it at your office, workplace or clubhouse.
- Ask your friends or colleagues to write a festive message on a sticker in return for a small donation and stick it to the poster. You can either write messages to the children at the hospital or use it to send messages to each

other instead of sending Christmas cards.

- Send us your poster with messages on together with the money you have collected.

The money you raise will help us to continue to provide world class facilities, specialist equipment, pioneering research and support for the families of the thousands of sick children we see every year.

Thank you!

You can pick up a Christmas poster pack at the Charity Desk in the Lagoon or by going online at www.gosh.org/festiveposter.

Free lunchtime lectures

Ethics in Child Health

A free lunchtime lecture series open to all GOSH staff/volunteers starting 16 October in the Weston House Lecture Theatre. Food provided. Limited seats are available, so please arrive early to avoid disappointment. **All lectures are 1-2pm.**

Contact Jack Fairhall for more information: Jack.fairhall@GOSH.nhs.uk

- Introduction to medical ethics, Dr J Brierley - 16 Oct
- Families, children, decision making and the law, Ms Sophie Pownall - 23 Oct
- Insight into the clinical ethics com'tee, Ms M Macleod - 30 Oct
- The ethics of organ donation, Dr H Wellesley - 6 Nov
- Ethics of faith and religion in end of life care, Rev J Linthicum and Ms F Kassam - 13 Nov
- Ethics of innovative treatments and medical research, Dr J Brierley - 20 Nov

PICU Party

The Paediatric Intensive Care Unit past patients party took place on Saturday 6th July in Coram Fields.

The party catered for patients who once spent time in intensive care. This was a fun packed event and lots of the past patients turned out to have a wonderful time.

The party had lots to offer with entertainment for the kids, which included a visit from Peppa Pig and George and a special magic show.

Andy Day from Cbeebies, also made an appearance, which the children all loved!

There was face painting, make your own plate and T-shirts.

It was lovely to see the children

and young people having a good time. They were also joined by nurses who looked after them while they were at GOSH and volunteers who helped on the day.

The reunion of ex-patients and families and nurses who had previously cared for them was magical, the nurses were really happy to see these patients happy and smiling for a change.

The day ended with a raffle and the children were all given party bags as they left. It was a lovely day and having the glorious sunshine made it even more special.

Georgia Raphael





Oh we do love to be beside the seaside

August 14th saw a team of

nearly 50 Volunteers, together with 25 supporters from some of our corporate sponsors, transform the Lagoon for a day with all the fun of a seaside fair, and over 200 patients and their families enjoy a day out beside the sea!



It all started early in the morning with the arrival of a truck at the back entrance to the hospital and the off loading of endless pieces of brightly painted boards in various shapes and sizes.



Jamie was looking unusually worried as the pieces were manhandled upstairs into the Lagoon, but at least Pete with his clipboard seemed confident that they would all make sense. And they did. Within a few short hours of combined effort from the

teams, the separate pieces of board had all found their partners and been put together to create a new 'Welcome' entrance arch to the Lagoon worthy of any seaside



pier, and an amazing array of colourful stands around the perimeter of the restaurant.

There was 'hook a duck' with ducks bobbing around a real pool; some huge beautifully produced mural boards for kids to make their own artistic contributions on; face painting, tattoos and a nail bar; the old favourites Splat the Rat, Tombola, Hoopla and Pin the Tail; some amazing peep though boards to transform anyone into their favourite super hero; and a ridiculously simple game of ping pong balls and buckets that proved amazingly popular!



And there were seaside treats for all with ice lollies and ice creams, and a huge pyramid of the best tasting cup cakes. Everything from the stands and the games to the seaside goodies had been donated by some very generous sponsors.

Outside the lagoon, volunteers dressed suitably in seaside attire



visited the wards and other parts of the hospital to spread the seaside fun. There was magic and fairies sprinkling their dust from the charity, Spread a Smile and games and crafts for everyone who couldn't make it down to the Lagoon.



News of the fun soon spread throughout the hospital and



patients and their families headed to the Lagoon from all over. There were

wheelchairs, crutches, portable drips, even a Berlin heart patient who needed to be plugged in while she enjoyed the games!



When the fair finished at 3pm, the Volunteers went into action dismantling the various stands and re packing the waiting lorry. By 5pm, the team were exhausted, Jamie and Patti were relieved it had all worked so well, and the Lagoon was back to normal. Hopefully, the children had enjoyed a good old fashioned day out 'beside the sea'.





Patti's Forum Feedback

We welcomed Daniela Hearst, Joint Head

of Paediatric Psychology Service at GOSH. Daniela explained that the Service currently has 35 clinical psychologists working across all the units of the hospital. They have approximately 10,000 face-to-face contacts with children and their families each year, seen either during their inpatient stay, as part of a multidisciplinary medical outpatient clinic or as an outpatient to the psychology service.

Their aim is to provide an assessment, treatment and consultation service to children, their families and the professionals involved in the

child's care, to help the child and family cope with acute and chronic illness/disability/end of life, and prevent associated psychological difficulties.

Variety of services available:

- Consultation to staff on the assessment and management of the child and family and input into multidisciplinary decision making.
- Assessment of behaviour, emotions and family functioning.
- Interventions with individual children, parents and families.
- Psychological therapies including cognitive, behavioural, narrative and family therapies.
- Supervision of other

professionals providing psychological interventions.

Any family member can request a visit from the Service. If Volunteers feel that a family they are working with may benefit from the Service they should gently encourage them to mention it to a member of staff, or offer to mention it on their behalf. Patients and families may experience difficulties in a variety of different ways so a Psychologist will arrange to meet with the patient/ family/ family member to discuss their needs and plan the way forward. Post discharge Daniela and her team liaise with community teams and organisations - medical, social, voluntary and educational as appropriate.

We had a full house for Daniela's talk and the group had lots of questions.

Foundation Trust News - Camilla Pease

Hello. My name is Camilla Pease, and I am an elected Parent-Carer Councillor. I sit on the GOSH Foundation Trust Members Council to represent the interests of Parents and Carers Outside London.

I joined the FT membership as soon as I heard there was going to be the change at GOSH of moving to Foundation Trust status in 2011.

My daughter had heart surgery at GOSH and is now an outpatient in the cardiac and audiology clinics.

Before she was born, we had no idea what a wonderful place GOSH is, and it is testament to the clinical excellence at GOSH, that my daughter is alive today

and thriving.

When I heard through members' communications that there was



an opportunity to stand as a councillor, I took the plunge to volunteer my time and give something back to the hospital.

The Members Council includes people from all walks of life and we all bring our different perspectives.

There are lots of ways a member can contribute to GOSH activities and make a difference to help maintain and improve services. For example, I have had the opportunity to work on focus groups, such as the International Private Patients Strategy Group and the Membership & Engagement Committee.

I find it extremely satisfying that my views as a parent are heard and I find it a privilege to be an active member.





Mary Wallis - lifelong GOSH supporter

I had retired in 2007 after 40 years of working at the hospital as a nurse.

Having done my paediatric training, I worked as a staff nurse and then a night sister before going out to Uganda where I worked as a ward sister for two years. This was an amazing, challenging and worthwhile time for me where I learnt a lot about mothers and families as well as tropical medicine. It was a big learning curve!

On my return, I became a ward sister on a general surgical ward, and then we opened the neonatal surgical ward in 1974, known as ward 6A. I was there for 20 wonderful years until we moved into the new VCB building in 1993 with the increasing modern technology, and computerisation. Another big learning challenge for me too!

My last 10 years was as the hospital Neonatal Nurse advisor. We set up the job to help and advise the staff to care for the neonates and their mums. In this peripatetic hospital role, I met the staff of every ward and became familiar with the problems and needs of the family with a sick neonate. My job was to help the staff cope with the practical issues as well as advising them on neonatal and maternal problems. I found that much of my time was spent on supporting breast feeding mums, a role I greatly enjoyed having worked as a midwife before I did my paediatric training.

Then I retired! But I didn't want to stop my involvement with GOSH there... so, after some time I offered to help as a volunteer in the hospital. I had my interview

and said I'd be happy to help where needed, and wondered if there was need for more volunteers at the help desk as I am so familiar with the facilities and layout of the hospital!

However to my surprise I discovered that the chaplaincy team said they would like my help with the weekly coffee mornings in the chapel foyer. Each week two or three Mothers' Union members come to make the teas and coffees and bring delicious homemade cakes for the families who attend!



My job is to visit the wards and encourage the families to come down to the chapel for coffee. It is often not possible for families to come down, so the numbers vary a lot. However after the daily prayers, I set off for the wards to meet the families and encourage them to have a short break and some refreshment. On many occasions the families are reluctant to leave, but sometimes I have a chance to pray with them at the bedside or point them to the availability of the chaplaincy team.

I try to follow the families up and look forward to the visits noting the progress of the child and family. We have a great chaplaincy team who play such a vital part in the hospital's work. I also meet families who I knew when I was working on the wards and I can see the progress

of the child and hear their interesting and challenging stories. In June a family arrived at the end of the morning. I offered them coffee. They then told us their story! The younger woman was 28 years old but had been at GOSH as a newborn baby. I then realised I must have met her and the family before as she would have been on my ward. The young lady had undergone complex surgery soon after birth and still has some residual problems and special needs. She had not been back to GOSH since she was discharged, but felt she wanted to return to give thanks for her care and recovery. It was a very special time for us all and we were so pleased to be available for the family and for me to meet them both again.

Another time when I and other volunteers are involved with the chaplaincy team is for the annual memorial service held for the bereaved families from the hospital. This is held at St George's church each year on the last Saturday in April. This very moving service is attended each year by around 350-400 people including 40-50 siblings, so the church is packed and the balcony full. Again it is a privilege to attend the service and support the families on this special and very memorable occasion.

I enjoy my Tuesday mornings very much, but also have been involved in helping to stuff envelopes, with special parties and other hospital events. It is always good to be in the hospital, meeting up with families and catching up with my ex-colleagues. It keeps me out of mischief too! God is very good to me every day.



WELCOME TO THE CROCODILE CLUB



'The Crocodile Club' was inspired by an amazing crocodile costume that was donated to Volunteer Services by the GOSH Charity.

The Head of Volunteer Services, Jamie Wilcox and the Volunteer Coordinator, Patti Hogan, set up this wonderful new activity club based on the costume.

So, instead of it being locked away and brought out occasionally, 'the Crocodile' (one

of the volunteers named Sameer) comes out once a week and makes his appearance at the club



that is held in the 'Disney area' of The Lagoon restaurant, where he dances around to the delight

of the children.

The Crocodile Club runs every



Thursday between 12pm-2.30pm and is run by Team Leaders Sarah Maguire and Isabelle Raobelina with a small but dedicated team

of helpful and enthusiastic volunteers. Each week a new theme is put in place and the team busily prep for each

weeks' new activities, trying to make it fun and exciting.

The activities include arts and crafts, games and story telling. The children love it, and really enjoy saying hello to Mr Croc too! Here is an example of one piece



of art work from a patient - sometimes you will see the parents joining in too!

This was for 'The Underwater Theme' (The shark and jelly fish were definitely the favourites!)

It is a pleasure to be a part of The Crocodile Club. We all have such a great time. All our love, The Croc Team.

Great Ormond Street Hospital for Children
NHS Foundation Trust

Great Ormond Street Hospital Charity

For all patients and their families
Join the fun in The Lagoon Restaurant,
Morgan Stanley Clinical Building, for the

Halloween Party

Thursday 31 October 2013
2.30-4.30pm

For further details, please contact:
Patti Hogan, Volunteer Co-ordinator
T 020 7829 8861 E patti.hogan@gosh.nhs.uk

spooky face painting

creepy arts and crafts!

Great Ormond Street Hospital Children's Charity. Registered charity no. 235425.

Calling all you Spooks and Ghouls

We need volunteers for the Halloween party.

To be held on Thursday 31st October in the Lagoon from 2.30 to 4.30pm. You will need to be available from midday to help prepare and set up, get dressed up and get ghoulish for the 2.30 start! You will also need to stay at the end to pack up and take things back to the Volunteer Services office.

If you have time and would like to take part in this annual fun event, please email Patti.

Get in quick as places are limited and this is a popular event!





Trust News

Play Department office move.

From Monday 23 September, the Play Department Offices will

be re-located to Level 5, Frontage Building.

Phone extensions will remain the same.

Use the lift at the far end of Outpatients Department by Cochlear Implant to access their offices.

Contact numbers for the team remain unchanged.

Anne Streeter, Administrator, Play Department ext 8849

Rainforest Ward move and reconfiguration -

Southwood Level 5

Rainforest Ward has moved back to its original location of Southwood Level 5 following completion of refurbishment works. From Monday 2 September 2013, Rainforest Ward becomes two separate wards. C-Side will now be 'Rainforest Gastro', managing long-term patients with gastroenterology conditions; 'Rainforest Gastro' will be available on extensions 8267 and 5239. D-Side will now be 'Rainforest Endo/Met', managing long-term patients with endocrinology and metabolic conditions; 'Rainforest Endo/Met' will be available on extensions 8824, 0030 and 8358. Please direct your calls to the relevant area to

ensure the appropriate staff are contacted.

Ward Sister Nattallie Alwash is still on extension 0420 and will be the manager of Rainforest Endo/Met only, though she will continue to manage both wards until another manager is appointed for Rainforest Gastro.

Quote of the Month

We thoroughly enjoyed our time on Wednesday [at the Summer Fayre]. It was an extremely rewarding experience and there really is nothing more lovely to see so many little faces light up!

I thought the whole thing was run perfectly and honestly couldn't find any fault with the entire afternoon. I think the main aim was to give all those gorgeous little people a fun afternoon which was certainly more than achieved!!!

Thank you for allowing us to come!

Corporate partner volunteer

Award winning GOSH

I am delighted to announce that the hospital has won a national patient safety award.

Our work to achieve zero harm has won the Patient Safety in Paediatrics Award at this week's 2013 Patient Safety Awards. This work has demonstrated how teams across the Trust have worked together to build a culture of safety and accountability which has led to a real decrease in harm.

I would like to congratulate all of those involved.

Jan Filochowski
Chief Executive

Training available

Basic Life Support Training is now available free to any volunteers.

The training will be provided by Lindsay-Kay leaver, who is the Cardiac Clinical Nurse Specialist.

Training dates have yet to be agreed, but if you are interested in doing this important training, please contact Jamie.

Jamie will be drawing up a waiting list, so get in quick!



Reminders

Also PLEASE make sure you sign in every time you come in to volunteer at main reception or in the Volunteer Services office.

A number of you have not done your GOLD training yet. Please make sure you complete this as soon as possible.

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

Editorial team: Jamie Wilcox, Patti Hogan, Chris Warren and thanks to all the contributors



Thank you to all the volunteers at the hospital! Your continued support means that so much is possible!