



Spring 2014

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 welcome to the Spring edition of VFocus. After a long wet winter, it's nice to be looking forward to some exciting things coming up at GOSH.

In this edition of VFocus look out for important dates - the new main entrance of GOSH will be opening on the 25th May, we have the Teddy Bears Picnic on the 15th April and the build up to the Commonwealth Games in July, when we will be holding our own GOSH Games.

In this edition we also have a section on testing your knowledge on current children and young people's favourite characters, TV shows, films and hobbies. See how many you get right - without cheating!

Can I draw your attention to our page on needing volunteers for roles and events - there are some really exciting roles. Are you interested in something new or extra to your current role?

The Teddy Bears Picnic will be a fun event for patients and families and I look forward to seeing all of you that are attending in your costumes! I expect to see lots

of bears!

Social networking is a great way to keep in contact - please sign up to the GOSH Volunteers Facebook page and start chatting to each other. Send us your experiences. How has your day been on your ward? Have you had a particularly interesting experience with a patient/family? Make sure you anonymise the information though. Don't forget about confidentiality!

In March the new Same Day Admissions Unit, called Puffin, opened. Assisted by a team of volunteers, the ward opened with limited problems, as there had been much planning and problem solving prior to the big opening day. Volunteers have been praised for their support and have fitted in well with the staff team.

Look out for both the Staff and Volunteers Awards event and for the Make a Difference Awards for Volunteers - both in June. We hope to see you there.

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 - Kartik, Kat

Badger Buddies - Samuel

Crocodile Club - Jason, Roshni

Dietetics - Abbey,

Eagle Buddies - Freddy, Kat

GOSH Guides - Alicia, Anna, Carol, Celia, Christopher, Donna, Harry, James, Jasmeen, Julie, Marie-Sophie, Naila, Polly, Rachael, Sarah, Stephanie, Teresa,

ICLM Physio - Alistair, Dionne

Pharmacy - Syed

Play Support - Fiona,

Puffin Support - Carmel, Carole, Caroline, Catherine, Chris, Christine, Jenny, Harshida, Henrietta, Henriette, Karen, Kim, Limor, Michelle, Penny, Rosemary,

Saturday Club - Rose, Samantha,

Ward Host - Lisa





A day in the life of... James, a new GOSH Guide



I was born with complex cyanotic congenital heart disease and was a patient at GOSH between 1980 and about 2001. I underwent several procedures, including open heart surgery to palliate my condition. In 1987 I had a total-cavopulmonary connection (TCPC), an operation pioneered at GOSH which leaves blood flowing passively back to the lungs rather than via the heart. Whilst the complexity of my condition meant corrective surgery was not an option, the fact I had the TCPC enabled me to continue with my 'own' heart, rather than face transplant. This was only possible due to the exceptional work and care of the GOSH team, so the hospital quite literally holds a special place in my heart!

I am a trainee clinical cardiac/respiratory physiologist, which will involve performing non-invasive and invasive tests, such as echo (heart imaging), lung function or work as part of an interventional heart team in a Cath lab.

Even as a trainee, volunteering at GOSH is very rewarding as I get a chance to make a difference to people's quality of life.

I started volunteering at GOSH in March and like all of you, have started as a GOSH Guide.

I am looking forward to moving into other roles too - specifically one that I can use my experience and skills to help others. I applied for a number of reasons; being at the hospital is an inspiring experience, and keeps me focused on a future in healthcare;

meeting the diverse range of patients, parents and visitors helps with developing self confidence and appreciation of non-clinical aspects; and it also gives me a wonderful opportunity to meet a younger range of patients than I normally would! Personally, it is very rewarding to be able to make everyone feel welcome and see that help is at hand during often stressful times.

Already, being part of the volunteer's team at GOSH is very special; we are all here to help!

Volunteers vital to success in developing GOSH values

February and March have been very busy for our volunteers. Amongst all the other work they have been doing, they have been vital in gathering views from a wide range of GOSH audiences to help develop a set of values for us. We needed to get input from staff, patients, families, carers and members of the public who have experience of GOSH.

Our volunteers - Helen E, Helen D, Bini, Ann, Carol, Trudie, Jim and Mandy - were so successful in talking to patients and families, encouraging them to complete the surveys that we had received over 1,000 returns from patients and

families in the first month. Grainne Morby, Head of PALS and PPI, said:

"Without the help of the volunteer survey group, there is absolutely no way we would have been able to canvass the views of so many patients and families in such detail. I am so grateful to them – they have done a truly brilliant job"

The completed surveys are being analysed by the research company which is helping us with this work. They will use linguistic analysis software to identify the values and behaviours that



patients and families have identified as most important to them.

The same will be done for returns from members of staff. In May, we will be able to share the findings with you. We look forward to doing that and, most importantly, implementing them so that we all help make the experience of GOSH the best it can possibly be.

Once again, a huge thank you to our marvellous GOSH volunteers.



Volunteers to cheer on marathon runners

If you want to get involved with challenge events but don't fancy running a marathon or jumping out of a plane, then volunteering for them instead could be for you. Volunteers are essential to challenge events. We wouldn't be able to provide the level of support we do to our fundraisers without the amazing help of our volunteers.

We are looking for volunteers to cheer on our fundraisers at:

- Virgin London Marathon - 13th April
- Ride London – 10th August
- Royal Parks Half Marathon – 12th October



If you're interested in volunteering at any of these events please email volunteering@gosh.org or give us a call on 0207 239 3164.





race for the Kids™

5k family fun run

Battersea Park, 8 June 2014

www.raceforthekids.co.uk
 020 7239 3164
raceforthekids@gosh.org

www.facebook.com/raceforthekids
[#raceforthekids](https://twitter.com/raceforthekids)





Sign up today!

Be part of something amazing

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

Charity Desk Needs Volunteers

The charity desk is located outside The Lagoon restaurant on level 2 and accepts over £150,000 in donations every year from people fundraising to support the work of the hospital.

The desk is currently staffed from 10am to 4pm and the charity are now looking to extend the opening hours every day to 6pm.

The team are looking to recruit volunteers who can work on the desk for the additional 2 hours each day and commit to a minimum of one day a week.

You will be given full training and it's a great opportunity to interact with families and patients.

For more information please email martin.harris@gosh.org or call 020 7239 3066.



What does 'research' mean to you?

During Research Awareness Week we are celebrating the pioneering research that takes place at GOSH. Come and discover more about our research and what it means to take part in a research study.

Research Awareness week starts on Monday 19th May to coincide with International Clinical Trials day on Tuesday 20th May. A wide range of activities will be held throughout the week for both families and GOSH staff to attend. Presentations and displays in the Lagoon and activities within the Hospital School have been organised; a full time timetable of events will be advertised closer to the time.

Research is a core focus for us at GOSH because we are in a unique position with a broad range of clinical specialties and a tertiary centre for children with complex and rare conditions. Scientists at the UCL Institute of Child Health and clinicians at GOSH work

together to form an integrated and multi-disciplinary approach to the diagnosis, treatment, prevention, and understanding of childhood disease. This allows us to translate research undertaken in laboratories into clinical trials in the hospital which leads to real benefit for children at GOSH, across the UK and worldwide.

Our National Institute for Health Research Biomedical Research Centre award is recognition of our world leading research in to childhood diseases.

In 2008, the Somers Clinical Research Facility (CRF) opened to provide specialist day care accommodation for children and young people taking part in clinical research studies.

Generous support for this development was provided by Mrs Somers and the JN Somers Charitable Wills Trust as well as Friends of Great Ormond Street Hospital. Children and young people are also recruited to

research studies and looked after on the wards and in outpatient's clinics. CRF Research nurses work with the medical teams across GOSH to look after the children participating in clinical trials, and their families. The Somers CRF is based in the Frontage building, level 1 and staff at the Somers CRF can be contacted on 020 7762 6892.

All research carried out at GOSH and the UCL Institute of Child Health is managed by the Joint Research and Development office, based in the Institute of Child Health. Any researchers with queries about their studies or those who are interested in undertaking a research study should contact 020 7905 2700.

More information about Research and Innovation at Great Ormond Street Hospital can be found on our website, under 'Research and Innovation'. Families can also be directed to the PALS office.

Nicola Logue, Research Nurse.

GOSH on film

BBC2 Documentary Series - 'Great Ormond Street'

Filming will soon begin for the third series of the BBC'S **Great Ormond Street**. As in previous series, the programmes will focus on complex-decision making and cutting edge treatments. Additionally for this series the programme makers are looking to also feature longer term



conditions, older children (who can be interviewed) and some more positive outcomes. The clinical areas they are currently interested in featuring are: **epilepsy, rare diseases, craniofacial, lung transplants, spinal conditions and dermatology.**

The filming is due to last 12

months with transmission expected in 2015. The BBC production team is being led by Catey Sexton and closely managed by the GOSH press office. Should you have any queries regarding the filming please do not hesitate to contact Media Relations Manager, **Caroline Butcher** caroline.butcher@gosh.org





Patti's Forum Feedback

Forum feedback February

This Forum was spent sharing experiences and information and provided a valuable space for volunteers to get to know each other and network over lunch.

Forum feedback March

We welcomed Susie Hall, who is the Head of the Go-Create Arts

programme at GOSH.

Susie explained that the programme makes a vital contribution to the healing environment and hospital experience for patients, visitors, volunteers and staff. " We aim to create relaxing, engaging and child-friendly surroundings and support creativity and learning". The programme includes:
Site specific commissioned artworks (and maintaining a site wide inventory of existing art works)

Creative residencies (provides a welcome distraction for patients and families)

Workshops (visual arts, music, crafts and dance)

Music performances (on wards and communal areas)

Culture club for volunteers and staff (tours, performances, events)

Exhibitions (photography etc)

If you want to find out more about the Go Create programme please visit www.gosh.nhs.uk/gocreate

Update on Redevelopment in GOSH

It is important the following is noted:
Dinosaur is now closed.

- Dinosaur Admissions should be sent to Puffin, level 3, Southwood, except for:
- * Plastics Surgery Clinics are now held on Island Day Unit, level 3, Southwood.
- * General Surgery Pre-admissions clinics are held on Squirrel ward, level 5, VCB
- * Urology Pre-admissions clinics are held on Squirrel ward, level 5, Variety Club Building (VCB)

Please be aware that all members of the public must use the two lifts closest to the School and Activity Centre to access these areas on level 3, Southwood. These lifts will ensure the public arrive at the reception and not in the centre of department.

- Please note the difference between the EEG and ECG clinics - two different clinics in very different places. Patti has the information about these two

Great Ormond Street **NHS**
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

TEDDY BEAR'S PICNIC

EASTER PARTY

Face painting

Arts and crafts

Exciting games

**Tuesday 15 April 2014
3-5pm**

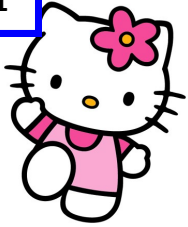
For further details, please contact:
Patti Hogan, Volunteer Co-ordinator
T 020 7829 8861
E patti.hogan@gosh.nhs.uk



Test your knowledge...

So how is your knowledge on children and young people's favourite characters, TV programmes and hobbies? Here's a quick quiz to test your knowledge. Don't cheat and look these up, just have a go and see how well you go! Let us know what your score was... Answers on Page 7.

1



Who is this?

2



What are these characters called?

2



Who is this? Where does this character live?

4



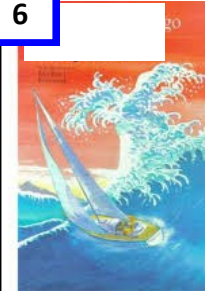
Who is this and what famous book series is he from?

5



This is Bart Simpson. Who are the other members of his family?

6



What is the name of this book?

7



What is this?

8

Name all the London based Premiership Football teams.

9



A



B

Match the picture with the team:

1. X Men
2. Dr Who
3. Hunger Games
4. Famous Four
5. Twilight

10



What recent film are these characters from?

11

Who is the author of Paper Towns?



C



D



E

12



Who is this?

13



Who is this?

14



What is the name of this book?

15



Who are these characters?

16



Who is this?



Staff Awards nominations are open!

Do you think a fellow volunteer deserves recognition? Then why not nominate them for 'Volunteer of the Year' in the Annual Staff Awards?

You can also nominate staff members for any of the following categories:

- Improvement champion
- Colleague of the year
- Team of the year
- Leader of the year
- Volunteer of the year
- Staff development champion
- The Patricia Lewisohn award for excellence in customer care
- The Gwen Kirby award donated by The Nurses League



Great Ormond Street Hospital for Children
NHS Foundation Trust
Annual Staff Awards

If you know someone amazing who deserves to win an annual staff award, you can nominate them in the following ways:

Email staffrecognition@gosh.nhs.uk

Fill out a printed nomination card and drop it into one of the boxes

located at the hospital reception or at the entrance to the Lagoon.

The closing date for nominations is **Saturday 10 May 2014.**

Please always remember to say who you'd like to nominate and why. Make sure you give us plenty of information about what makes your nominee specially deserving of the award.

You can also nominate an individual or team each month for a GEMS (GOSH Exceptional Member of Staff) award.

All nominees from monthly GEMS will be considered for the Annual Staff Awards on the 11th June!

Updates - Dates for your diaries



Volunteer Forums - Conference room of York House:

- 19th May ⇒ 21st May
- 19th June ⇒ 5th & 19th June
- 17th July ⇒ 9th July

Training:

- Volunteer Training & Assessment for new vols: ⇒ 12th May
- ⇒ 9th June
- ⇒ 14th July
- Loss & bereavement - TBC

Teddy Bears Picnic - Lagoon:

- 15th April (10.30 to 5.30pm)

Memorial Service - St Georges, Queen Square:

- Saturday 26th April

GOSH Games - Lagoon:

- Wednesday 23rd July

Make a Difference Awards:

- 25th June

Quiz Answers...

- | | | |
|---|---|----------------------------|
| 1. Hello Kitty | 6. Kensuke's Kingdom | 10. Frozen |
| 2. Moshi Monsters | 7. A Minion | 11. John Green |
| 3. Fireman Sam. Pontypandy, Wales | 8. Arsenal, Chelsea, Crystal Palace, Fulham, Tottenham, West Ham | 12. Peppa Pig |
| 4. Dobby. Harry Potter. | 9. A=2 (Dr Who), B=5 (Twilight), C=4 (Famous four), D=1 (X Men), E=3 (Hunger Games) | 13. Doc McStuffin |
| 5. Homer, Marge, Lisa and Maggie (and Santa's Little Helper the dog and Snowball the cat) | | 14. The Hungry Caterpillar |
| | | 15. The Tweenies |
| | | 16. Lola |



How does GOSH work?

Gosh! How does Great Ormond Street get the energy to keep going...?

This is the first in a series of articles about the workings of GOSH that keep the hospital going.

Peter Roche, volunteer, recently visited the new energy centre and was so excited by what he saw and heard he had to tell us:

I was invited by Volunteer Services to take up the invitation issued by Brendan Rouse and Brian Needham of the Estates & Facilities Department to go “back of house” and tour the new Energy Centre in MSCB as part of the Trust’s Climate Week activities. As I’m a Chartered Engineer, the opportunity to see where the actual energy for GOSH comes from was one not to be missed!

To fully grasp the sheer volume of the energy need at GOSH we first need to understand the hospital as a whole functioning entity;

- 101,000sqm of space (about 7 Tesco Extras)
- 14 operating theatres,
- 20 specialised wards,
- X-ray, scanning and diagnostic machinery,

and then the need to keep re-building and renewing itself.

So how does GOSH get the energy to keep going?

The Morgan Stanley Clinical Building (MSCB) is just 2 years old, and is where the main energy plant for the hospital is located and will be the fulcrum for all new energy needs as the hospital grows. The new Energy Centre occupies the top floor and roof

of the MSCB, and also the lowest of the 3 new basement levels.

So what energy does the hospital need every day of the year?



Water:

Taken from the normal Thames Water facility at street level; it is stored for use in large tanks, with the storage renewed constantly to prevent deterioration of water quality. The water taken directly into the hospital is then specially treated. The hospital consumes around 280 cubic meters per day – equivalent to 600 UK households. What particularly impressed me about the whole facility was just how bright and clean it was, not at all the “boiler room” impression of old.

Electricity:

The amount of electrical power needed daily at GOSH, equivalent to 23 UK household’s annual electricity consumption, would mean an enormous utility bill as a normal commercial user. So, a different approach was required for GOSH. The solution was to partly generate its own power. The other challenge especially to a hospital performing so many important operations is that the

supply must be absolutely uninterrupted. This can only be done by uninterrupted power supply batteries constantly charged and ready to kick in if ever a microsecond of power drop is detected. So if ever the main power cuts out, the batteries seamlessly take over for up to 3 hours, which is plenty of time for the hospitals generators to pick up the need. These generators, if ever needed, would power the whole hospital for at least 24 hours.



Heating, Ventilating, Air Conditioning:

These three needs in a hospital of this size and complexity are considerable, and must remain constant, healthy and economic. The air taken from the outside has dust and particles removed and is then treated depending on the outside temperature and humidity, cooled or heated, and only then forced around the hospital in large ducts. I was really impressed by the Energy Team’s understanding and responsibility in providing the energy GOSH needs to keep going; we are in safe hands.

Thank you to you both on behalf of us all.





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.

Neuromuscular Clinic:

The Neuromuscular team in Outpatients provides clinical assessment, diagnostic services and advice on treatment and rehabilitation to children and young people who have life limiting and lifelong conditions affecting their muscles and nerves.

They are looking for additional volunteers to be a friendly and supportive presence for families in the clinic, helping with coordination of the programme of activities their child has to complete during the visit e.g. talk through the plan, check waiting times for Bloods, check waiting times for ECHO and DEXA scans, so families are not waiting for long periods of time.

What the staff say:

"incredibly helpful to my patients"
Consultant

"a real support for parents and for the staff running the clinic"
Clinical Nurse Specialist

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.

Consent forms changeover: Four lively volunteers are needed to help with the changeover of consent forms on every ward. Are you free on the 6th May for a few hours?

Crocodile Club: Do you love playing games or doing arts and

crafts with kids? Crocodile Club needs a few more fun volunteers to help out on Mondays and Thursdays.

Dietetics: Admin support in a busy clinic. Some involvement with clinic as well.

Follow a Doctor project: Workflow survey, following a junior doctor and observing their practice and updating workflow sheet. This is great opportunity for someone to observe how doctors work over a day. We need lots of volunteers for this project. From the 2nd June for one week.

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

Woodpecker roles: We are looking for people who are interested in the new (to be opened in May) recovery ward, following a patient's operation. You'll need to be able to commit time between midday and 6pm.

Interested in Gamelan?

Gamelan at GOSH

Monday 12 - Saturday 17 May 2014, The Lagoon

Join us for a festival of Indonesian music, crafts and food.

The GO Create team are very excited to be hosting a Gamelan – an Indonesian percussion orchestra - for a week here at GOSH. It is on loan from the Southbank Centre.

This beautiful and unique collection of instruments can be played as a group by all ages, and no musical experience is needed.

We have scheduled two workshops for specifically staff and volunteers;

Tuesday 13 May 17.30 - 19.00,

Thursday 15 May 17.30 - 19.00

Book at gocreate@gosh.nhs.uk

GOSH Facebook group



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

Simply find the Volunteer@gosh group and request to join.

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

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

It's your page, so come on



Thanks

Email to our Interim CEO, Julian Nettel:

Dear Mr Nettel

I visited your hospital last week as we took my niece to her outpatient appointment. This is the first time we had been to the great Ormond street hospital.

It was great to be greeted by those in yellow tshirts, despite their terrific help, I got lost. I had the fortune of turning into James (almost literally) from your human resources department who helped us find our way (and even offered to carry our bags!).

Arriving at the clinic, we were greeted by a very welcoming lady, with the clinic running almost on time. What a terrific service!

All in all, it was an example of great service - my wife and I wanted to therefore record our thanks on behalf of our niece. I'll be offering to take her to future appointments!

With regards

[Name Withheld]

Feedback from Staff on new ward Puffin:

Please could you send a thank you to all the volunteers for their help and support, on our first week on Puffin.

All the staff said they were "awesome"! The feedback from the teams was really positive and I hope that the volunteers will gain a meaningful volunteering experience both personally and from the perspective of the children, young

people and their families, adding to their experience at GOSH.

We look forward to working with everyone that gives up their time to volunteer on our new procedure floor.

Tracey Anthony
Lead Nurse

Quote of the Month

We could not live without our volunteers anymore, they are fab!

So could we ask you for another to work on Fridays?

Esther Rose

Family Liaison Nurse,
NICU/PICU

Volunteer JC does more fundraising for GOSH

Lots of our volunteers are helping GOSH by fundraising. Johannes (JC), one of our long standing volunteers will again do a long trek in aid of the GOSH Charity. Last year JC did the London to Brighton walk and raised £400, this year he hopes to raise £1,000.

JC said:

I have started with my fundraising. I will participate in the 100 km walk again this year but this time around the Isle of Wight! I'd love to get as much support and donations as possible - all in aid of GOSH.

Here is my fundraising page: <http://www.justgiving.com/Vanziljc1>

Team Leader Pete meets someone special



Reminders

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

Don't forget to Sign in and out each day you volunteer. The book is in main reception in the volunteers desk

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

