

V Focus

Welcome from **Jamie Wilcox, Head of Volunteer Services**

Hello everyone. Is it just me or do other people feel this year has zoomed by? We're in Autumn now, it only feels like yesterday we were looking forward to the Spring! But, on reflection quite a lot has happened and lots to come for the year too.

In this edition you'll find the usual information about all that has been happening around the hospital - including our big summer event, GOSH Games - the special events that volunteers have helped with and a few articles from volunteers who have had some good experiences in different places around the hospital. Peter Roche continues his series of 'How it Works' with an interesting article on the Bedside Entertainment system and we highlight current special roles that you might be interested in.

Please also note the important information about Foundation Trust membership. If you haven't yet signed up, I urge you to do so.

There are some inspirational activity taking place around the Trust and it's always such a pleasure to hear

about them - please do keep sending in your experiences.

Additionally, I am pleased to include in this newsletter short statements from two of our Badger Buddies, who have been featured in the Charity's Impact Report.

We've had quite a lot of recruitment in the last 3 months and there are a good 120 people currently going through the pre-volunteering process of training and induction. We look forward to these people joining the growing ranks of committed volunteers!

Don't forget the Halloween Party for patients and siblings (and parents too!) is coming up at the end of the month, as well as the annual volunteers Christmas party; this year to be held on Wednesday 3rd December. We are combining this event with the Make A Difference Awards, so it will be a packed and fun evening. Hope you can all make it! Invitations will be sent out in November. Have a great Autumn!

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:

Buddies - Gurinder (Eagle), Jason (Badger), Ruchira (Eagle), Stephanie (Badger)

Crocodile Club - Elif, Sanya, Semran

GOSH Guides - Alison L, Alison M, Alyssa, Bina, Dorah, Edyta, Fahima, Faiza, Georgia, Hazel, Jo, Jocelyn, Kaoutar, Laura, Lucy, Mina R, Pamela, Paul, Rovina, Seb, Sebastian, Stacey, Stephanie, Sumana, Vicky

Massage Therapy - Carol (Bear)

Pat Dog - Lynn and Molly the dog

Physio Support - Richard

Patient Experience - Robert, Valerie

PPS - Mina C (Lion & Elephant), Sarah (Lion & Elephant)

Saturday Club - Alison C, Anna, Ashley, Atika, Bianca, Brinda, Chloe, Harriet, James, Monika,

Ward Host - Catherine (Phlebotomy)



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A day in the life of... Carol, Massage Therapist Volunteer

I would like to introduce myself with a big hello to everyone. I am a professional Beauty/Spa Therapist. And I am also a volunteer at GOSH, working on Bear Ward.

I offer therapeutic therapies for all parents who are in need of a bit of TLC. Treatments are carried out either in the parents room or in a treatment room that I have adapted, using my Spa Therapist experience, to provide a professional treatment and ambient area within the ward.

I volunteered at GOSH to bring Spa treatments to parents, without the parents having to leave the Hospital bed or the Hospital ward. I have been very welcomed onto the ward, with parents chatting to me about their child's condition - I look

forward to learning something new every Wednesday.

The parents are so grateful that GOSH has taken the step to provide a professional Spa treatment just for them and I am pleased to be able to support the ward in giving a valuable service. Parents are given a choice of having back or scalp therapy; both designed to help release pent up tension in the back, neck and scalp. This treatment can only be performed in the treatment room, where I use Elemis Lavender oil.

Parents room treatments are more restricted than the treatment room, though this is a nice way for children to see that their parents are cared for too; it can also be therapeutic for the child to see his/her parents relaxing. One child was heard saying to her mother "never mind mum, if I

have to stay in longer, at least you can have your massage"!

I was performing a treatment on another mother in the parents room the little girl said: "Mum I have a sore neck", as the mother went over to the little girl, she was soon to realise that her little girl thought if she had massage too, she would be laughing and smiling like her mother was.

I love my role, getting to meet so many lovely and inspiring children and families. The little conversations and seeing things are just a few reasons on why I volunteer every Wednesday at GOSH.



Great Ormond Street **NHS**
Hospital for Children
NHS Foundation Trust

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



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

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

Great
Ormond
Street
Hospital
Charity

Bill had 13 operations before his 10th birthday.

Bake it Better week
13–19 October 2014

Help children like Bill and raise some dough with a bake sale.

Register for your pack today!

Call: 020 7239 3131 or visit www.bakeitbetter.org

Bake it Better™

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



How does GOSH work?

Gosh! How does Great Ormond Street keep up with the developing ICT needs?

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

Peter Roche, volunteer, recently met with Martin Nightingale to discuss how the huge hospital site deals with information technology.

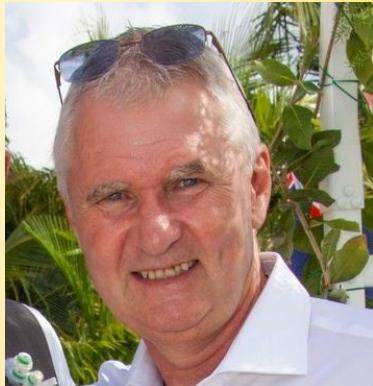
How Indeed! I.T (Information Technology) has rocketed into our lives over the past 20 years. The reducing size of processors means that a computer the size of the Royal Albert Hall would have been required 30 years ago to run the I.T in the hospital today.

I'll be concentrating on just the one element of I.T: The bedside television.

The hospital has around 360 beds. The majority are for children staying for longer than a week. During that time he/she will need treatment obviously, but will also need ways of recovering and ways of being entertained and progressing mentally – So the Patient Bedside Entertainment and Education System (PBEE) was developed and has now been delivered across the whole site to 290 beds the remainder of the beds are mainly used by children in ITU who cannot use the interactive screens.

Each bed contains a 17" monitor/

screen on a rotating arm capable of sitting at the child's lap or stowed at the bedside out of the way. The touch screens can be fully operated by the child themselves and the youngest 4 year old with the modern I.T skills will be able to enjoy all aspects.



The name implies what the designers intended and that is a bedside entertainment and education system (PBEE).

The PBEE System rollout originally commenced in 2011 and was finally completed earlier this year. Each bedside system provides access to 100+ channels, including Sky Premium Channels, Foreign Language Channels and Radio stations including "Lollipop" hospital radio. Safe Internet Access is provided via the "London Grid for Learning" which provides safe filtered web content to London Schools. Links are provided to important hospital information including

details of the food provision and also to the Hospital School, which also provides access to the on-line learning resource Espresso Learning which is ideally suited to use on the PBEE.

Child safety on the internet is a prime concern and the LGfL internet provision provides a continually filtered child safe internet service. This has a 24/7 live surveillance monitoring of all existing and new websites.

Future development is always being considered in order to help children maintain studies, keep mentally alert, keep in touch with parents and will hopefully make the child's stay as enjoyable as possible and speed recovery - as far as possible.

One of the many interesting developments will be to allow video messages via "SKYPE" to allow patients to keep in contact with relatives whilst they are stuck in a hospital bed. The ICT department is also currently developing a project to allow patients to access the contact on the PBEE via their own personal devices.

Thanks to Martin, Manager of the PBEE installation and maintenance for his time and invaluable information.



Changes to your Foundation Trust Membership

Have you joined the Trust yet as a Public member?

When Great Ormond Street Hospital gained Foundation Trust status in 2012 it became a membership organisation. Our membership consists of staff, patients and their families, partner organisations and members of the public.

Joining is easy! Visit www.gosh.nhs.uk/join and complete the online membership form.

What is being a Member all about?

Make your voice heard

We have a Members' Council made up of councillors who represent the different constituencies. The council helps to involve members in the planning for our hospital's future. On joining as a member, you will be assigned to your relevant constituency. This means you will have the opportunity to vote for the candidate you would like to represent you in the forthcoming elections. You can also nominate yourself to stand for election this year!

Give something back

Volunteers are an integral part of the Hospital community. Tell us what matters to you so that we can improve our services for patients who will need us in the future.

Express your opinion

Take part in our annual plan

survey and give your views on hospital services.

Stay informed

You'll be kept up-to-date with hospital news, stories, important fundraising opportunities, and much more through our membership magazine *Member Matters* as well as our regular Foundation Trust *Get Involved* Members' emails.

Get great discounts

As a volunteer you can already access Health Service Discounts. You will continue to receive these as a Trust member. If you haven't already done so simply visit

www.healthservicesdiscounts.com

You'll save at selected stores and venues.

Members' Council Election

2014/15

Play a more active role in Great Ormond Street Hospital NHS Foundation Trust: take part with the upcoming Members' Council Election

Whether you vote for your Public councillor or stand for election yourself, make sure your voice is heard!

On 19 November, the Trust will issue its 'notice of election' for the upcoming election to the Members' Council, and we want you to get involved. Our councillors bring valuable perspectives and contributions to the Trust. Importantly, they hold

the Non-Executive Directors to account for the performance of the Board and represent the interests and views of Foundation Trust members. They provide a steer on how the Trust will make a difference to the future health and wellbeing of its patients.

More information on Members' Council Election 2014/15

We have a dedicated election page on the Trust website which will give you lots more information www.gosh.nhs.uk/ftelections

We are also holding two informal sessions so we can meet prospective candidates in person, tell you more about the role and the election process and answer any questions you may have. Book your place now!

Key Dates

Election Information sessions

Saturday 6th December, 10 to 12pm
Weston House Lecture Theatre, GOSH

Thursday 11th December, 5 to 6pm
Conference Room, Level 2 York House. GOSH

If you have any queries on your membership or the forthcoming election please do not hesitate to contact Deirdre Leyden, Membership and Governance Manager, deirdre.leyden@gosh.nhs.uk or on 020 7405 9200 ext 5668



GOSH Games 2014



The 2014 GOSH Games was kicked off on the same day as the opening ceremony for the Glasgow Commonwealth Games.

This year's event was also supported by teams of volunteers from some of our charity partners - Disney, RBC, Whitbread, MetLife, Grant Thornton, Lockton, Thomsons and Universal Music.

The day kicked off with the cutting of the ribbon and then scores of children and young people (with parents and families) piled into the Lagoon to play the many games and activities.



There was the usual facepainting and arts and crafts, which are always popular—the volunteers were kept very busy all day and we saw lots of happy smiling faces of children and young people.

The games were also popular, especially the smoothie-making bike, the football, swimming and tombola.

Over 200 children joined in and had a wonderful day, receiving medals, certificates and goody bags.

Two teams of GOSH volunteers took all the fun up to the wards to ensure that patients who could not make it down to the Lagoon would not miss out.

A great big thank you to everyone who helped make it another enormous success!



Khalida - a volunteer's experience

Hello everyone. I thought I would share my volunteering experience at GOSH. I still can't believe I'm finally volunteering! I almost have to pinch myself!

I will always remember a couple of years ago whilst I was caring for my mum at the National Hospital of Neurology (next door to GOSH) looking through the bars of the GOSH school like a hopeless child wishing I could be a part of the hospital somehow, I thought you had to have medical or teaching capacity to be involved and it seemed like such a distant dream until I heard about the volunteering programme – it taught me that if you really want to do something... just get up and DO IT instead of just dreaming about it.

I'm a Saturday Club volunteer now and it's so refreshing to meet new volunteers and patients. One of my most memorable moments so far was when I visited a patient in Bumblebee ward and she was delighted to see us, she was telling us how much she missed her mum

and siblings and that she'd been there for 9 whole months... seeing her brought back memories from when I was a patient at GOSH and how I felt lonely and missed my siblings... it made me realise how important our role was to the children. We soon got busy with



crafts and giggling about how much we loved One Direction and our favourite movies, she was really happy and grateful that we had gone up to the ward especially to spend time with her.

I feel a great sense of pride when I walk through the hospital with my badge and gold top on and the security guards give you the 'nod' of approval – I'm so used to walking around as a patient with my parents. I only started volunteering

recently and already I'm so busy and always looking forward to the weekends I volunteer.

I also took part in Following a Doctor Project in June; things just couldn't get more exciting... I didn't realise we would be allowed to follow them into theatres!! My sisters envied me soooo much that week. One minute we were observing the doctors study and the next minute we were running to get changed and then into theatre. It gave me great insight on how the doctors make really important decisions in a stressful environment.

Looking back, I am extremely lucky and fortunate to have been a patient at GOSH and receive the best care for the very rare condition I had.

Volunteering has helped me immensely and means so much to me. I would like to thank Volunteer Services and everyone at GOSH for giving me the opportunity to be part of the volunteer team and look forward to meeting new people and helping to give back to an amazing place!

Volunteering for Extra Events

PICU Party

I am writing to express my gratitude for providing such an absolutely fantastic group of volunteers for the PICU Past Patients Party. They were such a good asset to the day Please pass on the teams thanks. *Lizzie Penn, Play Specialist*



TRUST AGM

The AGM took place on Sept 11 and our small but wonderfully enthusiastic group of volunteers were perfect Volunteer Services ambassadors! Giving out information and chatting to guests about the volunteer programme. A great big thanks ladies!



OPEN HOUSE EVENT

Visitors to GOSH were able to look at the art installation, The Lullaby Factory, just outside of the Lagoon. "A huge thank you to the volunteers for your help. You were all absolutely brilliant and it couldn't have happened without you! You were a delight to have around and couldn't have been more welcoming and helpful to visitors." *Isobel Manning*



The Friends and Family Test at GOSH

The Friends and Family Test (FFT) is a simple, comparable patient experience indicator which asks patients and/or their parents/carers within 48 hours of discharge, whether or not they would recommend the ward they have stayed on to friends or family if they needed similar care or treatment.

The feedback form also offers an opportunity to give free text

comments.

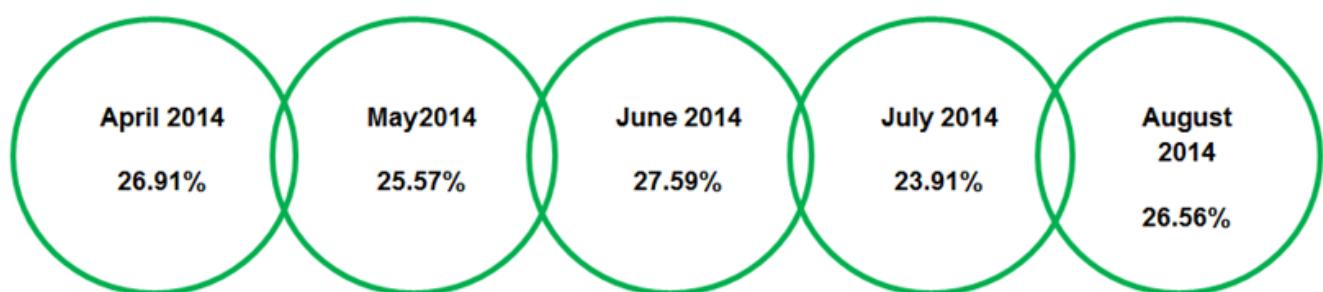
From April 2014, the FFT has been offered to all patients and/or parents/carers that stay one night or more in a ward at Great Ormond Street Hospital. We are aiming to achieve a minimum of 25 per cent response rate from each ward every month.

We are also piloting the FFT in outpatient and day case areas at the moment, with the aim to spread it to

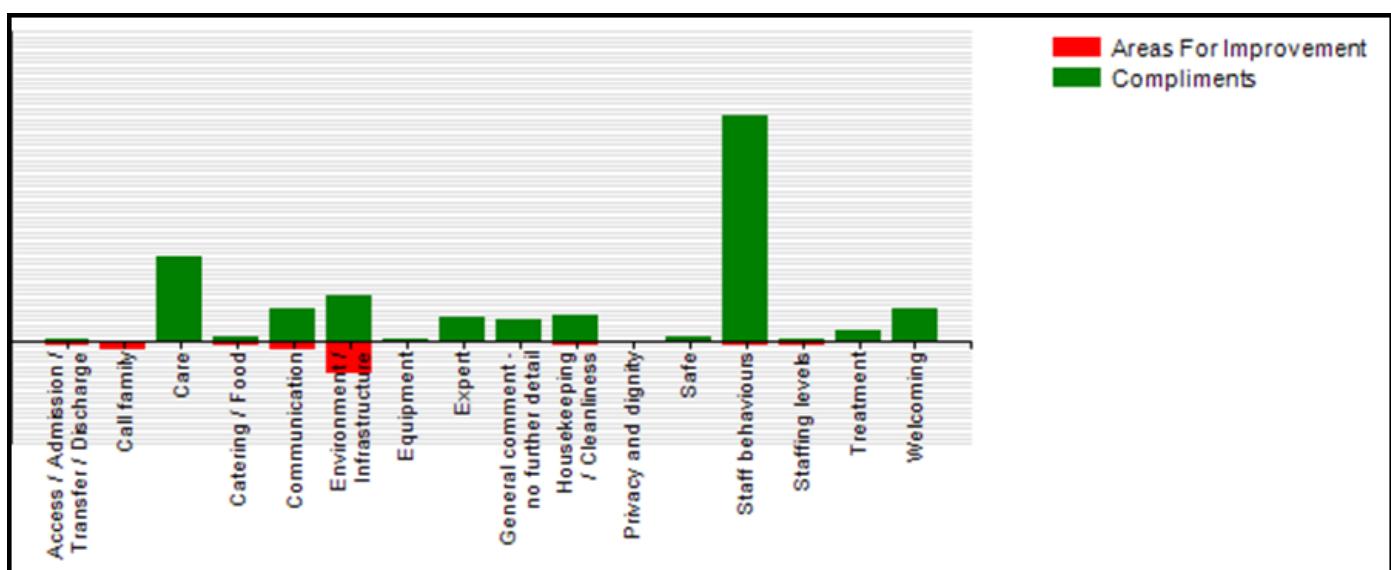
these areas from October 2014. As well as this, we're testing a children and young person's version of the FFT. So watch this space!

What the Friends and Family Test is telling us so far...

1,285 Friends and Family Test feedback forms have been completed by families at the point of discharge. This means that the response rate is as follows:



We have reviewed all the comments from the forms received and they can be broken down to show that we have had nearly 1000 compliments. Some areas for improvement have also been identified. The core themes that the Friends and Family Test responses are telling us are as follows:



If you know a patient is leaving the ward and they have been here for one night or more, please offer them a Friends and Family Test feedback card - administrative staff on each ward have a stock of these.

For more information about the FFT at GOSH, please contact Charlie Magness (Project Manager) at charlotte.magness@gosh.nhs.uk or Tara Kapadia (Project Officer) at taraben.kapadia@gosh.nhs.uk.



Around the Trust news...

Flu vaccination campaign starts

Monday 6 October

Monday, 6 October, saw the start of our annual flu vaccination campaign. Make sure you are a flu fighter this year and take advantage of the free vaccination. Clinics will be held across the Trust, and there will also be night time and Sunday afternoon drop in sessions.

There are so many reasons to have your free flu jab this winter. The vaccine is completely safe, and with the highly transmissible nature of influenza we have a duty to protect ourselves and our patients, friends and families.

More news and any updates will be posted on GOSHWeb and local noticeboards too.



October Deadline for GEMS Awards

We continue to celebrate our outstanding members of staff and teams. If you know an individual or a team who you think deserves recognition, please make your nomination by **Thursday 30 October**.

Anyone can nominate by sending an email to staff.recognition@gosh.nhs.uk indicating who you would like to nominate and why they deserve to win. For further information, please visit the Staff GEMS page.

Japanese Garden to re-open as a contemplative space for parents and carers

On the 4 & 5 October a team of volunteers spent time re-planting and restoring the Nomura Japanese Garden at Level 4 of the VCB. The garden was created in 2000 following a donation from Nomura, a large investment company in Japan. The restoration work allows the garden to be re-opened for parents and carers as a quiet place for reflection. It involved two days of re-planting and subsequent simple maintenance tasks ahead of a re-opening event in November 2014. The project is managed by Redevelopment with support from volunteers from the Japanese Garden Society and Skanska.



Patti's Forum Feedback

Forum feedback 11th September.

We welcomed Lydia Judge-Kronis, Mortuary Manager.

Lydia provided us with a fascinating insight into the 'twilight world' beyond the 'Harry Potter' doors. She took us through the myriad steps involved right from the time a child dies on the ward to when they are removed for burial. Some facts and useful information:

- Gosh has around 100 deaths per year
- Parents can carry their child down to the Mortuary or accompany the bed if they wish
- Parents can take photos/videos as well as hand/feet prints
- Children's bodies can stay in the Mortuary from 2-3 hours to

several weeks depending on individual circumstances

- Siblings are allowed to visit the chapel of rest with their parents
- Visitors to the Mortuary (except Police) must be announced in advance on ext 7906
- Gosh carries out 4 types of Post Mortem; Forensic, Coroners, Hospital and family request
- Gosh mortuary facilities are also used as a special referral centre for 5-600 children's bodies per year from other hospitals if a Post Mortem is required.

"Dignity and respect for the child at all times is paramount" says Lydia. "Sometimes it can be difficult to facilitate the number of families wishing to spend time with their child to say their goodbyes with only 1 room (designed as a bedroom) available. Time slots of

1 hour are usually allowed and can be repeated as required". Volunteers who work on wards, particularly PICU/NICU, Flamingo and Oncology will be familiar with the highly emotional journey that parents and families go through during this devastating time. They too have often come to know the child and their families and are on hand if needed to provide a reassuring presence, sometimes accompanying the family to the Mortuary.

The Forum asked Lydia lots of questions which she answered with her unique blend of realism, sensitivity and humour. Lydia has kindly offered to facilitate small group tours of the Mortuary for those volunteers who attended the Forum.





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:

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.

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!

Halloween helpers:

We still require ghosts, ghouls, witches and monsters for the fun Halloween Party on Thursday 30th October. Please contact Patti ASAP.

Costume Characters:

Volunteers needed to be one of our costumes characters on a regular basis and at special events. You will need to have good coordination and ability to be a

'show off'!! Expect LOTS of hugs from the kids if you do this role.

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

Miffy Ward Play Support:

Miffy is a the long-stay respiratory ward and is seeking a few volunteers who would interested in experience working in play and using physio techniques to get the patients active.

Lung Function & Walrus Admin Support:

Reception and admin support for this busy clinic.

Activity Centre Play Support:

Volunteers needed to assist in the busy Activity Centre Monday to Friday. Early Learning Years.

Redevelopment in GOSH

Please note the changes to these wards:

Giraffe ward: New section in oncology - next to Lion ward.

Medical Records: Has moved! You can now find it behind Ophthalmology (GOSH Outpatients)

Premier Inn Clinical Building: The launch event for redevelopment took place in the Lagoon on Tuesday 30th September. The event, called Breaking Ground, marked the start of the building works of the exciting new building which will be completed in 2018.

Activity Centre Garden: The Activity Centre recently opened its outside area, which took several weeks to redevelop. With bright coloured walls, trees, grass flooring and fun games, this is a great new space!

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 & Final Thoughts

Volunteering at GOSH is the highlight of my week. Interacting with the patients and their families is a privilege and so rewarding. I have met so many amazing and inspiring children, young people, parents and staff. Volunteering on Badger ward is a different experience each week, it all depends on what the patient would like to do. We do things like art and craft activities, small world play, role play and playing board games and games on the ipad. I spend time with children and young people at their

bedside and in the playroom. Sometimes patients and their parents/carers just like the opportunity to have a good chat! Spending time with patients and their siblings often gives their parents/carers the opportunity to pop out for a while or get things done. Volunteering at GOSH has confirmed my desire to train as a Play Specialist. I have learnt so much on Badger ward, and know I will continue doing so during my time at this fantastic hospital.

Amy Lloyd, Badger Buddy



Volunteering in a place as inspiring as Great Ormond Street has been such a great experience from the very start! I first started about 2 years ago when I decided that I wanted to spend some of my spare time doing something that could help the children here at GOSH- even if it made the smallest difference to their time in hospital. I thought that if I had the chance to help them momentarily forget they were in hospital, by either playing their favourite game, making them smile, or just spending a bit of time talking, then a few hours

of my time might make a big difference to these children. Or, maybe the reason I decided to volunteer was because I'm just a big kid at heart and decided that spending a few hours playing with children each week was much more fun than spending those hours studying! Either way, I have loved every minute of volunteering on Badger ward, from the rewarding, challenging, fulfilling, to most of all the fun experience it has been and that I look forward to every week. I really value my time with the

children at GOSH, and nothing seems to compare to putting a smile on their faces or seeing them have fun. It has been a fantastic opportunity and nothing less than a privilege!"
Bansi, Badger Buddy

Quote of the Month

It's very sad that I now have to finish my volunteering. I have really enjoyed my time at the hospital and I appreciate the support and advice given from the Volunteer Services Team. Thank you so much for giving me the opportunity to volunteer, as my experiences at GOSH are memories that will last a lifetime.

Yours Sincerely
Margaret Johnson

Reminders

Meal vouchers can now only be redeemed in the Lagoon by showing your volunteer security badge to staff. Please collect your vouchers and sign for them at the main reception desk.

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

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

