



July 2017

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

It's been a tough few months at GOSH for staff and volunteers, particularly being in the media spotlight, but I am very proud of all the volunteers continuing to show dignity and respect for all patients and families, providing excellent care and support and constantly demonstrating the GOSH Always Values. A great big thank you to you all.

In this edition of VFocus we report on a few parties that have taken place over the spring and summer months—amazing how many things you've all been doing! It was also wonderful to celebrate the Volunteers Awards evening highlighting the important work that volunteers do in the Trust; look out for your photo from the photo booth and the volunteers who were the winners of the Make A Difference awards this year.

You will also see the summary of feedback from our biennial Volunteer Satisfaction Survey. Many thanks to all those people who completed this. The information you provide helps us focus on ways to improve the service for volunteers, including how we communicate and support volunteers. We do not rest on our laurels when it comes to improving and we are always open to suggestions or feedback. If you have anything you want to let us know about please do come in to see us for a chat. Remember, we can't improve your experience if you don't tell us about it!

The new Premier Inn Clinical Building opening dates have been delayed a little and it is looking like there will be a phased opening of wards from early winter. At this stage the location of which wards are going to be where is still being decided, so I am unable to give you anymore information at the moment.

I hope to provide a diagram of the new building in the next edition of VFocus.

The first week of June we celebrated National Volunteer's Week. It was a time for the hospital to thank everyone officially. We had an information stand in the Lagoon, where there was lots of interest, but it was mostly an opportunity to publicise the programme.

Please make sure you read and take note of the section on social media and communications, it is important for you to know your responsibilities. Enjoy your summer!

Best Wishes *Jamie*

In this issue



Focus

- ★ Focus on Team Leader, Malcolm Hirst
- ★ Welcome Wave to new volunteers
- ★ Volunteer Survey Summary
- ★ Valerie's experience
- ★ Members Information
- ★ Spring Party
- ★ Time to Play & Team Teen
- ★ Volunteers out and about
- ★ Summer Party
- ★ Volunteer Awards & Photo Booth pictures
- ★ New Comms Policy
- ★ Charity News
- ★ Final Thoughts and Thank Yous



A Day in the life of... Malcolm, Team Leader

I started as a volunteer nearly two years ago

Around two and a half years ago, I was in the fortunate position of being able to go from working full-time into a job share. This gave me plenty of spare time. I really wanted to use some of that extra time for others and not just for myself. I started looking around for opportunities to volunteer. My wife, Jill, has worked at GOSH for nearly 10 years and so there was an obvious affiliation with the hospital and so I applied. I know, through my wife, the great work and dedication of the staff at GOSH and I felt that to volunteer and help them in a small volunteering role would be a worthwhile venture to take on.

My volunteer role is as a Guide Team Leader. The Guides help people as they come to the hospital helping a variety of people in many different ways. Primarily, as the name suggests, we take families to departments, wards and clinics. However it is not just families that we assist. We guide friends and relatives who may be visiting, it can also be taking visitors to a meeting,

deliveries to theatres, wards or department, interpreters, sometimes we can guide police officers to meetings too. I love doing all this, my personal view is that by guiding I can help with the smooth running of the hospital and this in turn helps the frontline staff give the best possible care to the children.

All the volunteers guide for around three months before moving to a ward, clinic, department or activity. I have the privilege of see all the new volunteers coming into the role on the days I help out. I am there to help them settle in to the volunteer role, to be there to answer any questions and hopefully use my experience with some of the more tricky questions we are sometimes asked.

I feel that I get more out of the volunteering than I give to it. Each time I volunteer I come away with inner warmth knowing I've helped in a small way. I have the honour of getting to know so many volunteers and it's great to see them develop and then move on into a new role, as well as working alongside the regular guiding team members. I



don't want to identify a highly rewarding moment, for me, I find the little moments very rewarding. Moments like the look of relief when I say "I can take you there" or when someone waves at me on their way home and say "thank you". I can honestly say that when I felt a little down, coming into GOSH and volunteering has helped lift my spirit and so I feel I owe a debt of gratitude to the hospital.

If anyone has been thinking about volunteering, my advice would be "Do it!" It is so rewarding and fulfilling.

Welcome Wave to all our new volunteers!

GOSH Guides — Aki, Anita, Ann, Anna, Anouska, Aylin, Banaz, Carolyn, Chantel, Claire R, Darren, Ellie F, Emily S, Flutra, Georgia He, Georgina, Laura, Lotte, Michael, Mariam, Natasha R, Rebecca S, Roberta, Rosie, Sally I, Sally W, Tatenda

PAT Dog — Brydie & Max, Christine & Kojak, Pamela & Frankie

Performer — Sam

Massage Therapist — Bogdan

Saturday Club — Alexandra, Chloe, Donna H, Donna M, Eleanor, Emily S, Flora, Georgia Ha, Gillian, Hannah, Jennifer, Julien, Krystyna, Laura, Laurie, Lisa, Louise, Monique, Nayab, Natalie R, Natalie W, Natasha H, Patricia, Peter, Polly, Reece, Reena, Sara, Savannah, Sophie, Thalia, Toby



Volunteer Satisfaction Survey

Every two years, Volunteer Services undertakes an important survey of GOSH volunteers (it does not include volunteers from external charities and organisations), to look at what is working well and what needs improvement.

The survey is anonymous, so no individual is identified and ensures we get honest feedback.

Volunteer Services is committed to provide the best possible volunteer experience for everyone and we can only do this if we know that there are areas for improvement or that you are not happy with what you are doing.

Please come and talk with us if you think something should improve for you!

Some of the results from the survey are:

- ⇒ 108 people responded – not all people answered all questions
- ⇒ A diverse range of volunteers of different ages, roles and wards/departments responded
- ⇒ 99% of volunteers looked forward to coming into GOSH to volunteer and were enthusiastic about their volunteering
- ⇒ 97% of volunteers would recommend GOSH as a place to volunteer
- ⇒ Most volunteers felt that they were part of a team on the wards or in departments, with a large majority (82%) saying they were able to show their initiative in their work and felt they were trusted by staff
- ⇒ Most people felt they had good support from immediate supervisors in their area – 86% -

but we did note that some wards needed more training from Volunteer Services in looking after you all!

Words that volunteers used to describe their volunteering experience at GOSH

Heart Warming^{Sad} Life Changing^{Not Busy}
 Positive^{Professional} Friendly^{Happy}
 Emotional^{Inspiring} Rewarding
 Educational^{Worthwhile} Fulfilling
 Challenging^{Humbling} Making^{Value}
 Gratifying^{Amazing} Sociable^{Welcoming}
 Patient Focused

Heart Warming^{Welcoming} Worthwhile^{Sociable}
 Inspiring^{Happy} Patient Focused
 Educational^{Humbling} Emotional
 Rewarding^{Challenging} Making
 Amazing^{Gratifying} Exciting^{Positive} Respectful
 Friendly^{Value} Life Changing

Life Changing^{Amazing} Positive^{Gratifying}
 Educational^{Emotional} Value^{Patient Focused}
 Challenging^{Inspiring} Rewarding
 Humbling^{Making} Sociable^{Worthwhile}
 Busy^{Friendly} Frustrating^{Fulfilling} Professional
 Heart Warming^{Welcoming}

Heart Warming^{Value} Positive^{Fulfilling} Making
 Professional^{Fulfilling} Exciting^{Inspiring}
 Worthwhile^{Humbling} Happy^{Rewarding} Amazing
 Patient Focused

Extraordinary^{Professional} Heart Warming^{Gratifying}
 Inspiring^{Amazing} Humbling^{Hard Working}
 Fulfilling^{Patient Focused} Rewarding
 Life Changing^{Challenging} Emotional
 Worthwhile^{Happy} Positive^{Sociable} Making

- ⇒ The changes Volunteer Services made to communication from the last Satisfaction Survey (2015) have been well received – with 96% of you satisfied with VBytes and 92% satisfied with VFocus.
- ⇒ There were a number of comments that you would like to see staff from Volunteer Services more, out and about, on wards and where you can pop in more

easily to chat about things, including getting some support.

Lots of great comments with ideas on new things, which Volunteer Services will look at closely and add to our work plan for the year. Some examples of comments made are:

When asked what changes you would like to your role or other suggestions:

- * Nursing staff/ other staff more welcoming, helpful
- * More feedback and involvement from ward staff about patients
- * Annual appraisals or regular feedback on how you are doing
- * Some more training in different areas
- * More to do on wards
- * Volunteer social events
- * Suggestion box / information board
- * Better visibility of volunteers on wards—a uniform!
- * Getting more volunteer input into VBytes and VFocus (Ed: YES please)
- * More opportunities to exchange ideas with other volunteers

A lot of volunteers also commented how wonderful their volunteering was:

- ★ The highlight of my week
- ★ One of the best things I have done
- ★ I love my volunteering
- ★ I come to GOSH and the families and staff are a big part of my life
- ★ Volunteering at GOSH is an extraordinary experience
- ★ Volunteering is sincerely the most humbling and inspirational thing I do. My life is enriched every time



Valerie tells us her experience



Working as a volunteer with the Patient Experience, Survey team, I visit wards and clinics across the hospital, which is inspirational. I have the opportunity to talk to a wide range of patients and parents.

Most children are keen to talk provided you have a good rapport, a big smile and are ready to listen.

I always think it is important to look smart when I come to GOSH and meet people.

I remember a little girl in one of the clinics who looked inquisitively at me and said "You look very nice today in that dress. You are elegant." I asked her how old she was. She replied "I am three years old and my name is Linda." A clever little girl, with a very perceptive mind, showed her ability to converse in a relaxed manner with a volunteer.

It was quite different talking to a fifteen year old girl in a wheelchair. She was angry with her condition and her school. She explained to me that she wanted to do Business Studies for her GCSE but the school would not allow it because they did not think she was good enough and in any case she was in a wheelchair. We chatted about her particular talents and interests. She enjoyed Creative Arts and Design. We then explored the idea of fashion and fashion for young people like herself in a wheelchair. At first she was very negative but we discussed various options. By the end of her conversation with me as a volunteer, she had positive thoughts and ideas to follow this new avenue for her career.

I also met a 14 year old girl who had recently been awarded a place in the British gymnastics team.

She spoke to me with determination and a positive attitude about her forthcoming operation to explore the possibility of a brain tumour. How she would once again look forward to the time when she was able to continue her lifelong passion. Her mother was a very worried person. For me the daughter is an inspiration to us all that despite adversity and setbacks you never give up.

If you are a good listener and try to explore children's thoughts and ideas, they will take you into their confidence.

Members' Council News

Members' Council Elections 2017/18 – Make your voice heard!

This year is a crucial year in the membership calendar as the Trust is holding Members' Council elections for 17 seats in the Patient Carer and Public constituencies.

What does a councillor do ?

Our Members' Council are a group of 27 committed individuals who represent the different membership constituencies in the Trust.

Many have lived experiences of Trust services and 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. They also help to involve members in the planning for our hospital's future.

We know that Trust volunteers are an integral part of the GOSH community offering so much of their time and expertise. Maybe you have considered stepping up this involvement and running for election to the Members' Council? If so, watch out for your invitation to nominate letter when the elections open on 14 November this year. There will also be a dedicated election website page to guide you through the process. Even if you decide not to stand for election

please do use your vote when voting opens on 5 January 2018.

If you would like to have an informal chat about the Members' Council and the important role they play in the Trust please email foundation@gosh.nhs.uk with your contact details and we will be in touch. You are also welcome to observe a Members' Council meeting. The next meeting is Wednesday 28 June from 4pm-6:30pm. To book your place email foundation@gosh.nhs.uk

If you have not yet joined us as a member we would really value your support in doing so . It's free and easy to join . Just visit www.gosh.nhs.uk/join and complete the online membership form.



Spring Children's Party

More than 100 children and young people, family members, friends, staff and volunteers gathered in the Lagoon on 5 April to celebrate the first of the big annual children's parties and the start of Spring.

The Spring Party featured everything from face painting to flower crowns and many extraordinary characters to meet.

This year's Spring Party welcomed back many of the children's favourites—the Fun Scientists, cake and biscuit decorating, lots of arts and crafts and a huge chocolate fountain.

As usual GOSH volunteers took the party up to wards, for patients who couldn't make the journey down to the Lagoon.

A great big thank you once again to everyone who went out of their way to make this a special day for the patients and families who got involved.



Naomi Explains Time To Play

The next two pages gives an account and information about how to play with patients and siblings, as well as engaging with young people (teenagers), and an introduction to some additional training coming up in September.

Naomi Moore, Weekend Club Coordinator

Imagination is the Limit

I spent an hour with a child playing cars on his bed. There were many contests and crashes as the cars raced around, out of control, the child delighting in banging them together, laughing and making loud car noises.

But..... We didn't have any cars!

The only thing I had with me was some felt tip pens and paper and so when faced with a car request I had to do some quick thinking. The question in my mind was how do I enable this child to play cars when I don't have any?

I could have:

- Said I don't have any
- Tried to move the child onto something else
- But I knew cars were the thing. Somehow we were going to play cars one way or another. It was just a question of how?

So, I put it to the child: You really want to play cars. It's so disappointing I don't have any. I bet we could still play cars though if you want. We'll just have to think of a different way.

We drew them on paper.



We invented supercars and silly cars. We drew them on our hands and it was our hands that raced around crashing.

On a scale of 1-10 when asked by a nurse what the child had rated his pain as just before we started playing he answered 8.

Before I left an hour later, he answered the same question as 4.

No medication had been given in the interim.



**Play in itself is a medicine
for children**

They need it, in the same way they need food and comfort and love. Children need to play and children can and will play with anything.

Children have played long before specific toys were invented. Anything can become a toy as I played on with the child I was playing with.

I am often confronted with people asking me for specific toys that they insist are vital to them going to play with children. There is comfort to be had in a vast array of brightly coloured toys. It makes you feel equipped and like you have something to offer.

I have spent hours in debate of what are the best toys for different ages and stages.

The bottom line is, the best, the most versatile and the most valuable toy is the PERSON playing.

When we go to play with a child we are entering into a playful relationship with them and it is that that works the magic of play far more than any toy ever will.

Time to Play and Team Teen are two new training sessions starting in September developed specifically for our wonderful GOSH volunteers to help them develop in their roles supporting children, young people and families in the trust.

To register your interest contact:
jamie.wilcox@gosh.nhs.uk



Team Teen Time

Imagine...

You are fourteen and confined to a hospital bed – again...

There have been many admissions.

You are used to it...

The rest of the ward is full of younger children who are noisy and the ward is busy. Even though you have your own room, it is clinical, because it's a hospital.

Hospital is boring...

There is no two ways about it especially when you're stuck in bed. People come and go, poking, prodding, talking, talking, talking, talking.

Sometimes to you, sometimes about you.

Another intervention, another test, another person.

The door opening and closing, opening and closing.

Your life is not your own.

The life you want is on your phone.

Your friends at school messaging and sharing pictures of things that you want to be doing with them and you want to join in.

You try, but its strangely disconnected because they are out there and you are here, maybe a long way from home.

They don't really understand what you are going through. You are a teenager but in so many ways it's

like being a child but you had to grow up fast too.

There is no privacy. Your body and what's wrong with it are constantly talked about and looked at.

You can list symptoms and condition, but who are you really?

What does the future hold?

Are you going to be okay?

Whilst you're in here, will your friends forget you?

Does anybody care or understand at all?

People come and play with the younger children. They glance in, see how old you are and walk on.

This makes you feel sad and even more lonely and fed up. The little ones are cute.

It's like you are invisible...

Young people can be the hardest population in the hospital to reach out to.

A recent survey initiated by Volunteer Services and the Young People's Forum aimed to shed some light on teens experience of hospitalisation.

The key finding was teens felt left out and that their needs were not being met. Some felt invisible and ignored by volunteers.

Adolescence is a critical and difficult stage of development and it is all too easy to assume that our efforts would be better concentrated on younger children (who are often easier to engage with).

We often justify this by saying that they need us more. This may not be true. They may want us more. Teens have needs too but are not as open about them.

Make a Teeny Change

When approaching a young person approach confidently. Teenagers can 'smell' awkwardness and hesitancy a mile off and, unfortunately, can interpret it as lack of interest on your part, which means you are more likely to get a noncommittal response.

Offer company.

"Would you like some company" may sound less insulting to a teenager than do you want to play or do something.

Show a genuine interest in them and what they are interested in.

Okay so you have no knowledge or interest in whatever game they are playing.

"Show me" and "tell me about it" are ways to show interest. Follow their lead. Built a rapport.

Be natural, be yourself and don't try too hard. They are probably feeling as awkward and embarrassed as you are.

Think of it as *being with* them rather than doing something with them. By being there you are doing something.

Keep trying.

So they rejected you yesterday... Try again. Keep trying!

Register for Team Teen training:

jamie.wilcox@gosh.nhs.uk



Volunteers Out And About

Gillian Mott, Team Leader for the Monday Art Cart in Outpatients, talks to us about the Childhood Cancer Awareness Month project:

I wanted to make a personal post about our Art Cart project we completed. When we were asked to do this, I didn't hesitate to say yes!

My dad had been diagnosed with stage 4 Hodgkin's lymphoma three weeks before we were approached and I thought "I've got this". And to put it quite simply, I didn't.



It was quite emotional and very difficult to overhear the nurses discuss treatment and outcomes knowing that my dad is facing the same battle. My reaction was overwhelming with sadness, anger and closing off to people I care about.

Yet, seeing the love and care and



tireless work the incredible medical staff give to these children made it easier. Even knowing the personal difficulty of taking part in this project, I would still say yes in a heartbeat because although it was a painful experience, pushing through and talking to the kids in their various stages of treatment or recovery, or being a shoulder to lean on for adult family members, who have made me a stronger person and now think that I can handle anything thrown my way.

I'm so very proud to wear my yellow T-shirt because we are there to help the families, we are such an amazing network of support to each other.

I just wanted to thank everyone who dons the yellow T- shirt and Jamie, Patti and Kala for being such great people!

Weekend Club team have also been hard at work with different art projects:

Volunteers supported Patients and Siblings in creating their version of the Tree of Life.



Quote of the Month

All the staff at GOSH are fantastic, very helpful, friendly, caring and understanding. Nothing seems too much trouble. Even the volunteering staff are fantastic. Thank you.

*Parent on
Penguin Ward*



Summer Children's Party



Continuing the party fun for our patients and families, we held the Summer Party on 24 June. For the third year, Butlins sponsored the day, bringing their teams of entertainers, costume characters and world famous Red Coats.

Volunteer Services in partnership with the Charity Special Events team worked hard to create a magical party for hundreds of children and young people and families.

The event was packed full with lots to do, including: candy floss stall; biscuit decorating; loads of arts and crafts—windmill making, post card making and fun foam sun visors; photo booth, give-away bags, face-painting and games.

The Skyline Gang from Butlins entertained everyone for hours with their circus tricks and performances.

We even had a visit from two of the Teletubbies—which the children (and plenty of staff) had photos with!

Teams of volunteers took games and crafts to the wards too, so that patients wouldn't miss out.

Thank you to everyone for your help in making this another great day!



Make A Difference Awards

On Thursday 15 June, we held our special annual event to celebrate our huge volunteer programme.

This year we saw the party expand to include the GOSH Charity and many more people from different groups attend (although it would still be nice to have our external organisations join in with us too)

We were pleased to have a number of senior staff members there, including the Director of Human Resources and Organisational Development, Ali Mohammad; Nicola Grinstead, Deputy CEO; Janet Willis, Deputy Chief Nurse; Deputy Director of HR & OD, Alison Hall and Laura Savory, Head of Community Fundraising in the Charity.

It was a fun party with lots to do, including a photo booth, a magician and plenty to eat and drink.

For the first time the introduction of a new awards section for volunteers who have gone over and beyond their normal expectations was part of the schedule. Nominations had come in from staff, other volunteers and families and the judging panel had trouble picking out the winners from the excellent candidates. But on the day the winners were:

- ★ All Bear Ward volunteers
- ★ Lynn Bristow and dog Molly
- ★ Faiza Yasin (Weekend Club, YPF, Charity)
- ★ Fleur Hambury (Bear)
- ★ Alan Doig (Charity)
- ★ Dominic Warman (Badger)

There was a special category for the staff member who went over and beyond in supporting volunteers and the winner was:

- ★ Helen Wythers (Charity Desk)

Volunteers and staff mixed and had a lot of fun with the photobooth.

A HUGE CONGRATULATIONS TO ALL THE WINNERS



Make A Difference Awards Photo Booth madness!



New Comms Policy—Please note



Great Ormond Street Hospital is a high profile organisation. The Press Office exists to protect and further our reputation and to provide advice and support to GOSH, the UCL Great Ormond Street Institute of Child Health and Great Ormond Street Hospital Children's Charity on any media issue.

As one of the most well-known children's hospitals in the world, GOSH receives a significant amount of interest from the press and documentary film makers, who are keen to feature its expertise in their articles or projects. This level of media interest can help promote and explain what we do. This brings many benefits to the Trust in terms of attracting patients, specialist staff, trainees and funding. As a public organisation, we are also accountable for our actions and have a duty to be open and honest about our work.

All opportunities must be carefully considered in terms of how many, and which, media and film proposals the Trust should accommodate, and what risks might be involved in such projects. The press office's role is to manage all media requests related to the hospital's activity to ensure our messages are consistent, to protect the privacy and wellbeing of patients, families, staff and volunteers, and to protect the reputation of the Trust and its staff and volunteers at all times.

Some of the key points you need to remember about press and public relations activity at GOSH:

1. Media enquiries should not be dealt with by you directly. You should pass any enquiries you receive straight on to the Press Office.
 2. No filming, photography or media interviews should ever take place without permission from the press office and clinical lead. If a project is approved by the press office they will need to supervise any filming or photography that takes place.
 3. GOSH never does media work without parental consent, and where possible, patient consent.
 4. The Press team work to the same confidentiality rules as all other GOSH staff and volunteers.
 5. The Press team is always happy to talk about any media question or concern that you may have.
 6. If parents indicate they will be speaking to the press about their hospital experience, please speak to the Press team and your manager as soon as possible.
 7. Please inform the Press team about any positive news stories that we could use to promote GOSH and the ICH.
 8. Never give out confidential information over the phone. Don't be afraid to challenge the identity of people – journalists can pretend to be someone else.
- Film crews, photographers and journalists should always be supervised by a member of the press team in the hospital.

HOW TO CONTACT THE PRESS TEAM

Up to date contact details for the press team can be found on the

GOSH website: www.gosh.nhs.uk/news/contact-us

The Press and Communications team is located at 40 Bernard Street, which is directly opposite Russell Square tube station.

They can be contacted out-of-hours via the Clinical Site Practitioners who are on-call and based in the hospital.

For more information:

The Trust's full Media Policy is available in the Volunteer Office. Contact details and all press releases and news stories can be found in the contact details and all our press releases and news stories can be found in the News section of the website www.gosh.nhs.uk/news/contact-us

SOCIAL MEDIA



The Trust has a social media policy to support all members of staff and volunteers to use social media in a safe and responsible way, while adhering to professional guidance issued by bodies such as the GMC and NMC. The full policy is available in the Volunteer Services office.

Key points to remember:

If you have a personal social media profile, such as a Facebook or Twitter account...

You should assume that a member of the public could identify you as a GOSH volunteer even if you do not label yourself as such.



Comms Policy Cont...

Always keep in mind whether your online comments or activity are appropriate as a representative of the Trust. Even with enhanced privacy settings, social networks are open platforms and it is difficult to control who can see your activity.

Do not 'add' or 'follow' a patient or their families, or join groups or like or share social media activity from families. This will ensure professional-patient boundaries are not blurred, and you keep in line with guidance from bodies such as the Nursing and Midwifery Council and General Medical Council.

If you have a big presence on social media and you use this to raise your professional profile, such as a Twitter account or LinkedIn account...

Conduct yourself in the same way as any professional situation. Be mindful that you could be seen to represent GOSH and that the opinions you express could have implications for the wider organisation.

Do not use the Trust's logos, trademarks or imagery.

Again, do not 'add' or 'follow' a patient or their families, or join groups or like or share social media activity from families

You must protect patient confidentiality online as you would at any other time. Do not share sensitive or confidential material. This includes information visible in any photographs posted.

If you would like to share content from your area of work to represent your team or department...

Contact social.media@gosh.nhs.uk for advice and to share your ideas for consideration. The Trust has a

number of existing channels such as Facebook, Twitter, YouTube and Instagram that reach an audience of patients, families and other stakeholders, including charity supporters and fundraisers, corporate partners, journalists, other NHS trusts, academic and scientific institutions. It may be appropriate to use one of these existing channels.



In rare circumstances volunteers may wish to set up a specific new social media presence to represent their team, department or area of work. You must contact social.media@gosh.nhs.uk to seek prior approval. You will be sent a form to complete and asked to submit it as a proposal with a clear 'reason-for-being' identified. There is no restriction on new accounts nor is there is an open approval for all. The process is a case-by-case assessment by the Digital and Communications team.

Before submitting a proposal, consider the resource implications that managing the account will put on you/your team, including content creation, monitoring, replies and crisis management.

Process for raising concerns...

If you become aware of activity on social media involving patients, families, staff or volunteers that prompts safeguarding concerns, they should be raised through the standard route of contacting the

social work and safeguarding teams in the first instance. Safeguarding and social work will investigate as appropriate.

Volunteers should not directly engage with complaints on social media and should not actively search for complaints.

These should be reported to social.media@gosh.nhs.uk to be assessed and dealt with.

Breaches of patient confidentiality should be reported on Datix and social.media@gosh.nhs.uk notified.

If you become aware of any behaviour by colleagues that contravenes the social media policy such as engaging with patients on social media or referring to colleagues, patients or other stakeholders in ways that could be perceived as critical, demeaning or offensive they must refer it to their line manager and the Communications Team via social.media@gosh.nhs.uk



Multi-Professional Learning Opportunity
Developed And Supported By

pgme
paediatric great ormond street hospital

Great Ormond Street Hospital for Children
NHS Foundation Trust



Advances in Paediatrics



Friday 6 October 2017
09:00 - 17:00

Celebrating
and sharing
the exciting
research,
innovation
and projects
developed
within GOSH

CALL FOR ABSTRACTS

**We want to showcase the amazing
work you are doing at GOSH.**

Are you involved with:

Research?



QI Projects?



**Innovation and
improvements in healthcare?**

Tell us about it!

ABSTRACT DEADLINE: Friday 14 July 2017

Register here: <http://courses.gosh.org/goshconference2017>

1st prize: iPad Mini
Runner up: £100 Amazon Voucher



@GOSHPGME



PGME Great Ormond
Street Hospital



@GOSH_PGME
#GOSH_PGME

To get the PGME App,
scan the QR code.



GOSH Charity News



RBC Race for the Kids is back with a new date and location!

This year our flagship event RBC Race for the Kids will be taking place Saturday 7 October in London's iconic Hyde Park. This fantastic 5k family run aims to recruit 8000 participants and raise over £1m for GOSH.

Please spread the word and encourage all your friends and family to take part – they can run, jog, walk or scoot across the finish

line before celebrating in the event village with entertainment, including bouncy castles, giant bubbles, face painting and more!

Everyone's welcome, and all participants will receive a **complimentary T-shirt, goody bag and medal.**

Take advantage of our **super early bird offer – only £16 for adults and £10 for children aged 5–15**, for a limited time only.

gosh.org/raceforthekids

Super Saturday (and Sunday) – help needed!

Our friends at the charity have a bumper weekend of events over the 7 and 8 October, where it is hoped they will raise nearly £2m, and so it's all hands on deck to help deliver them.

If you are free and would like to help the charity, they need you to help with lots of different things, cheer on runners, assist face painters, decorate cakes and much more at the following events:

- RBC Race for the Kids

- Royal Parks Half Marathon
- Adidas Shoreditch 10k
- Cake and Bake Show

If you would like to get involved please do email the charity at challenges@gosh.org



See you there!



Thanks & Final Thoughts

Please remember:

The policies and procedures of working in the hospital. It is YOUR responsibility to know and understand procedures such as:

- ★ What does that fire alarm mean?
- ★ Infection control on different wards and areas
- ★ What to do in the event of safeguarding issues
- ★ Dress code—what's appropriate in the warm weather?
- ★ Always Values!

GOSH Facebook group



Connect up with lots of other volunteers at GOSH on the Facebook group for volunteers. Simply find the Volunteers@gosh group and request to join.

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

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

It's your page, so come on and join!

Thank you so much for your support and the help of GOSH volunteers (including Eve, who volunteered directly) to spread the word about our research trail! This was a huge help and the research trail was a great event, which was equally enjoyed by young people, their families and researchers

Linda von Neree

Patient and Public Involvement and Engagement (PPI/E) in Research Lead, GOSH.

Hello Patti,

Thank you very much for all of your help with our 25th anniversary party.

Thank you very much for sending us Fleur to help organise our ECMO party. Fleur has just been exceptional.

The party was a huge success.

The kids and families enjoyed the day very much, as we had numerous entertainers, all thanks to the both of you. They were really spoilt for choice.

All the volunteers were great and just mucked in, at any jobs that needed doing.

We cannot sing your praises enough as, without your help, we would have been in a very difficult situation.

It has also opened our eyes to the service that you provide as volunteers and we cannot thank all of you enough.

You have an amazing group of volunteers. We look very much

forward to working with you again, in the near future.

Thanks once again and delighted to have made your acquaintance.

Kind regards, ECMO team

Maura, Lynn & Becky

Amazing experience and very kind and friendly. Were happy to watch baby while I grabbed something to eat or expressed my milk. I really liked the extras like volunteers and massage therapy - which all went towards improving my wellbeing at a difficult time. Thank you.

Parent on Bear Ward

I would highly recommend GOSH to anybody that ask me who had a sick child and needs special treatment - the care that the doctors - nurses - kitchen staff - cleaners - playroom staff - volunteers - are all the best ever at their jobs makes things easier for all in the hospital when staff are great.

Parent on Bear Ward

Its been amazing to be here. thank you everyone for all your help and patience. Thank you all the staff doctors play team all the volunteers all were amazing.

Parent on Bear Ward

The Next V-focus will be out in November 2017. 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!