



**November 2017**

Great Ormond Street   
Hospital for Children  
NHS Foundation Trust

# Focus

Volunteering at  
Great Ormond Street  
Hospital

## Welcome from Jamie Wilcox, Head of Volunteer Services



### Hello everyone

With Christmas fast approaching, it is time to reflect on the wonderful work of our huge volunteer 'army' over the past few months.

This edition is packed full of stories and interesting articles; including the award for Volunteer of the Year, which went to the Flamingo Ward team and Spread a Smile charity winning the Charity award from the Sun Newspaper. Congratulations everyone!

Please make sure you read about some of the important work taking place in the Trust, from our fantastic partner organisations, to our individual volunteers who are going over and beyond their roles to support patients and families.

Can I also draw your attention to the announcement of the Care Quality Commission inspection happening early next year and what we should be doing to prepare for this. It is your responsibility to keep yourself updated with key procedures for working in the hospital and with children — acquaint yourself with these policies and procedures (in your Volunteer Guidelines—if you would like a new copy, please let me know).

Some of you might have heard the rumour that Volunteer Services will be moving office. This is true, but it won't be happening until spring 2018. We are currently unsure of our new home, but it will more than likely be the Southwood Building or Old Nurses Home. This is to make way for the exciting new "Sight and Sound" outpatients wing, which will open in the next few years. We will keep you up to date on when Volunteer Services is moving.

Look out for information about the dozens of visiting performers coming into GOSH in the lead up to Christmas. There are going to be lots of choirs musicians

performers entertaining families, staff and volunteers in the main reception and the Lagoon—mostly during the lunchtime. Come along and get in the spirit!

Finally, I want to thank all of you who have worked so hard in supporting our patients and families in 2017 — you have made such an enormous difference! Have a great Christmas a New Year.

Best Wishes *Jamie*

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# A Day in the life of... Jenny, Koala Ward Host

*In this edition we meet Jenny Fisher, who is very involved in the hospital and the charity work.*

## **What motivated you to join GOSH?**

I grew up and went to primary school within close proximity to GOSH. We were aware of the children's hospital at a very young age and, although no longer in Coram's Fields, the other significant place that provided care for children in the area, the Foundling Hospital. I have, therefore, always had some idea of the amazing work carried out to help children in need by incredible staff and by those who support them, by raising funds from Sir Thomas Coram to J.M. Barrie, Charles Dickens and so many millions more.

When I retired I thought I would like to be a part of that too, by donating as much of my time as possible. I have been a GOSH volunteer for five years now!

## **What is your role at GOSH?**

During the morning I am a Ward Host. I proudly wear my yellow 'here to help' shirt and can be found outside Koala, soon to be Koala/Possum when Koala is allocated additional beds, in the Premiere Inn Clinical Building. I am there to help anyone I can. What I do varies from week to week, however what I do on a regular basis, is chat.

Staff do not have time to just chat to families and friends of patients, who often welcome the opportunity to talk or have somebody providing a little distraction.

I have met some amazing people as a consequence.

I also help with the children's parties held three or four times

each year. I normally work with a small team of volunteers, we take crafts and games up to wards for children who would like to take part but are not well enough to leave their beds.

After my mornings as a Ward Host, I change into a purple shirt and sit at the charity desk for a few hours taking over from day staff. People stop to inquire about ways they can raise money for the hospital and/or make a donation.

I volunteer for charity events outside the hospital, such as the London Marathon and Race for the Kids (supporting, not running!). I have even guided a few groups on tours of the hospital.



## **How would you describe yourself?**

Ooo that's difficult... I probably appear a different person to different people, in a variety of circumstances. I like to think I am sensitive, caring and good to spend time with.



## **What is your most rewarding moment at GOSH?**

When one of the senior nurses thanked me for my help, I told her I felt I didn't do enough. She told me just being there for people was important and a great help. I felt quite proud.

Seeing children and their families smile if I have been able to help them.

Being able to help Patti, Jamie and Volunteer Services Team.

## **What would you say to someone thinking about volunteering at GOSH?**

Do it! You will meet the most amazing children, their families, staff and other volunteers. It will put your own life in perspective. So many GOSH children and their families have huge difficulties to cope with and yet they smile.

## **In three words, how would you describe your experience at GOSH?**

Inspirational; rewarding; brilliant.



# Diwali Celebration



Following the success of the first Diwali event last year, the Chaplaincy team, Volunteer Services and Patient Experience hosted the second ever Diwali awareness event at GOSH, on the 19 October in the Lagoon.

The event was a huge success, with a good turn out and plenty of activities for patients and siblings to join in with. These included, face painting and an array of Diwali inspired arts and crafts provided by



Rays of Sunshine.

One wonderful volunteer provided amazing henna tattoos all day which proved to be extremely popular.



The highlight of the event were the flamboyant Bollywood dancers that performed a variety of dances to Eastern music. They also hosted dance lessons and gave away some Bollywood dancing hints and tips to the audience and some even got up and performed with them!

there were also a variety of delicious Indian sweets on offer to try at the event.

The event was a huge success and we received lots of positive feedback from the parents and patients, staff and volunteers.

To get into the spirit of Diwali,

Thanks to everyone who helped.



## Welcome Wave to all our new volunteers!

**GOSH Guides** — Ann, Anne, Chris, Emma, Fatima, Florence, Hamda, Ian, Jasmine, Jessica, Lisa, Lucy, Lynn, Nicola, Sara, Sheila, Susie, Tiara

**PAT Dog** — Abigail & Artie, Francesca C & Keira, Gaelle & Canto, Helen A & Jonte, James & Lulu

**Massage Therapist** — Piere, Roberta,

**Weekend Club** — Aiysha, Alexia, Amber, Amy, Anita, Ayesha, Bistra, Deeya, Eleanor, Elisa, Elizabeth, Esther, Farrah, Francesca S, Hannah, Harriet, Isabel, James, Jeananne, Jenni, Karishma Kirren, Laraib, Laura B, Laura S, Lucy E, Lucy G, Meghan, Misbah, Natalie, Nikhil, Paulina, Rioghnach, Rosa, Sarah G, Sheba, Simeron, Sonia, Tenice, Thomas, Tracy, Vianney, Zatica

## Movers and Shakers! Volunteers who have moved to new roles

**Activity Centre** — Roberta

**Baby Buddy** — Sally

**Buddy** — Anouska, Carolyn, Chris,

**Guide Team Leader** — Bhupesh, Michael

**PAT Dog**—Talia & Cassie, Charlotte & Erin

**Patient Experience Team** — Natasha, Helen W

**Patient & Parent Support** — Anita, Ann, Carol, Ellie, Judy, Lynette

**Play** — Anna, Georgina, Lucy M, Sophie B

**RLHIM Reception** — Ayad, Aylin, Atiya, Crosby, Mary

**Weekend Club** — Eve, Flutra, Priscilla, Tatenda



# Lawrence Finds a New Vocation

***GOSH Guide team leader, Lawrence started volunteering only two years ago and discovered he had a hidden talent— he was actually pretty good at poetry! Here is his story:***

Three years ago my youngest grandson, Noah, was born with cleft lip and palate. He was to undergo surgery at Great Ormond Street Hospital, which was to remain ongoing for the foreseeable future.

My eldest grandson, Louis, then fourteen years of age, wanted to help.

As a family, we were all so impressed by the treatment Noah received, just saying thank you did not seem quite enough.

Louis decided he would shave all his hair off in order to fundraise money for the GOSH charity, and I am so proud and delighted to tell you he did exceptionally well!

I also wanted to help but shaving my hair off was not an option for me as I had none!... So what was *I* to do?...

I know, I thought I will give of ***myself***, I'll apply to become a GOSH volunteer.

And so the journey began...

The day I was presented with my (GOSH Volunteer) yellow t-shirt was the day my life changed forever.

Arriving home that day I was so happy and elated, my wife said to me why don't you write down exactly how you are feeling. So putting pen to paper I wrote a poem which I named, yes you've guessed it, "My Yellow T-Shirt".



My poem was to be praised by many hospital staff, and my writings just spiralled from then.

Over a period of about two years I wrote more poems and more rhymes and even songs, most of which are related to the hospital.

While I was on holiday last year,

I read a book called The Remarkable Story of Great Ormond Street Hospital by Kevin Telfer. The author writes about the birth of GOSH, its founders and all its history, including about perhaps the most famous link to GOSH; Peter Pan, a gift from JM Barrie in 1929.

While I do not profess to be another Barrie it got me thinking, maybe My Yellow T-Shirt could be my gift to GOSH.

So, the next thing was to find a printer, a photographer and a graphic designer.

With a few hiccups along the way my book was finally going to print and all the effort and hard work I could see coming together.

On the 12<sup>th</sup> of October 2017 "My Yellow T-Shirt" arrived and my gift to GOSH now complete.

I do not "sell" the book, only accept donations, which 100% goes to GOSH. Through my book I hope to raise a meaningful amount of money and hopefully the proceeds will bring a lot of joy and happiness to a child's life and their future.

***My Yellow T-Shirt is available at the charity desk in the Lagoon.***

## Wedding Bells for Lavinia



***Congratulations to Weekend Club volunteer, Lavinia and Angelo on your big wedding day! Lavi shares the experience:***

We married on 23 September in Puglia, in the South of Italy. Family and friends travelled from Italy, London and different parts of the world. When, at the planning stage, we had to decide on a gift registry, we decided with very little hesitation to ask our guests if they could make a donation to something really close to our heart—GOSH.

When we look back on everything that happened on that day, we will have a



memory that is long lasting, we know that our gift will be useful to others in times of need. We were very moved that everyone joined in and we have been really impressed by their generosity.

One of our guests choose a quote by Pope Francis for their donation: "Condividere e' il vero modo di amare / To share is the real way of loving".

This is exactly how we felt. It feels very special to be able to share our love and to contribute in a small way.



# My First Days Volunteering—Sally checks In

My most eventful day as a GOSH Guide happened a few months ago. Firstly, I got stuck in a lift in Octav Botner wing with a man who wouldn't stop frantically pressing all the buttons. (I made it out a few minutes later, thankfully).

Secondly, I noticed a toddler by XRay department, on his own. He had wandered off from his mother who was way over in ENT, Frontage Building!

I still can't believe he got that far, unnoticed. After a ten minute

search by Security, Nurses, Play Therapists etc. and many tears (from the toddler, not me), Mum and toddler were happily reunited.

Thirdly, my eventful day ended with two police officers asking me for a description of a teenage girl who had, earlier on, run off from her mother by the main door. (I'm guessing they found her.)

I love my volunteering job. I just needed a quiet and uneventful glass of wine that evening !!!



# Volunteer of The Year Award

On Tuesday 19 September, staff and volunteers came together to celebrate the achievements of staff and volunteers at GOSH.

The awards event, now in its 10th year, provides an opportunity to celebrate the achievements of all the people who work in GOSH. This year, the comedian, Jo Brand, helped host the event. She brought many amusing moments to the evening and was a huge hit!

As well as celebrating all the volunteers who have reached a special milestone, we focused on the winners of the Volunteer of the Year Award. This year it went to Parent and Patient Support volunteers on Flamingo Ward. We received a large number of nominations this year and it was again a difficult decision to make for the judging panel. The runners up were:

- ★ Evelyn Scott
- ★ Helen Harris
- ★ Karen Simons & Rossi the dog
- ★ Marcia Tomas

- ★ Steve Perry
- ★ All the Badger Buddies

The nomination that won the Flamingo's the award read: *"I am nominating this team because they make a significant difference to the families who child is in Flamingo (CICU).*

*Often families are in great distress when they come out to the parent area, or are waiting for a long time while a procedure happens.*

*In those times I often observe the volunteers offering much-needed,*



*skilled and compassionate tlc in the form of a cup of tea, or support with siblings, or just listening.*

*They show great sensitivity in terms of understanding when a parent wants to be alone with their own thoughts, and when they want someone to support them.*

*They also have to deal with huge amounts of sadness when a child dies on the unit, and do so with great empathy and respect.*

*In my view they make a huge difference to the Flamingo families and deserve to be recognized."*

Volunteers who reached significant milestone years are:

- ★ Brian Gyngell—Scouts, 30 yrs
- ★ Coral Williams—Guide, 25 yrs
- ★ Rene Briers—Guide, 25 yrs
- ★ Karen BurrIDGE—CDH, 20 yrs

Radio Lollipop 10 years:

- ★ Kylie Wallace
- ★ Robert Flint
- ★ Jennie Wellbelove
- ★ Mark Hills
- ★ Marilyn Rose
- ★ Michael Wallner

CONGRATUALIONS to everyone!!



# Halloween party 2017



This year we were lucky enough to have the Halloween party at GOSH fall on the day itself! Tuesday 31 October saw the lagoon transformed into a spooky party room complete with decorations and creepy music. Patients and siblings came dressed up in their fantastic Halloween outfits to really complete the atmosphere.

There was something for everyone with so many great activities on offer. These included a magic scientist, scary temporary tattoos, face painting and a juggler set to entertain to crowds. The Arts and Crafts were especially popular.

Patients had the opportunity to create their own T-Shirt and all attendees got to take away a special goody bag with lots of treats inside.

Families and patients were also able to strike a pose in front of a magic mirror, complete with many different Halloween themed props, enabling them to create the perfect spooky picture to take home as a great memory.

For those patients who couldn't come to the lagoon and join in on the party – they definitely did not miss out on the fun. Two teams of volunteers brought arts and crafts, games and activities onto many different wards. They made Frankenstein themed headbands and scary Halloween decorations for their rooms.

Parents and patients made so many positive comments regarding the volunteers' impressive costumes. They included an inflatable pumpkin, a super women, a power ranger and they certainly didn't disappoint!

We made sure that everyone who wanted to be a part of Halloween

celebrations could be part of the fun and the party was a huge success. A big thank you to all of our volunteers who made such great effort.



# CQC Inspection Again

## Briefing Note on CQC inspections at GOSH

All NHS organisations are subject to regular scheduled inspections by the Care Quality Commission (CQC).

Under the new framework, CQC conducts its inspections of provider trusts in two parts – a scheduled core service inspection and a well led inspection.

### Core Services Inspection (unannounced)

Along with a number of other acute, mental health and community trusts, GOSH has been advised that it will be subject to an unannounced scheduled CQC core service inspection.

We believe (but cannot be certain) that the inspection will take place sometime in January 2018 and will be carried out by a mixture of inspectors, clinicians, and experts (around 30 are expected in total but this may be subject to change).

The unannounced core service inspection will be conducted against five key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive to people's needs?
- Are services well-led?

### **What services will be affected?**

Any part of the Trust could be involved in this part of the inspection. The inspection is

unannounced to enable the CQC to observe routine activity.

However, during the inspection, CQC may follow up on those core services that received a 'needs improvement' rating during the last CQC inspection in 2015:

- **Outpatients and diagnostic imaging core service** (requires improvement) – note these services are now separated out in the current CQC framework
- **Surgery core service** (requires improvement).

**The CQC may visit other services across the hospital as a result of information they have collated from other sources.**

### Well Led Inspection (announced)

The Trust has been informed of the dates of the Well Led Inspection on **Tuesday 30 January, Wednesday 31 January and Thursday 1 February 2018.**

### **What services will be affected?**

Any part of the Trust could be involved in this part of the inspection.

A small team of inspectors and specialist advisors (approximately 8 -10) with appropriate experience will look at a range of evidence applicable at the overall trust board level. This includes interviews with board members and senior staff, focus groups, analysis of data, strategic and

trust-level policy documents, and information from external partners.

### **What will the CQC do when they are here for the inspections?**

The CQC team will:

- visit wards and departments and observe what we do;
- speak to staff/volunteers, children/young people and their families;
- look at our documentation including records and policies (and in some cases gather and take copies);
- look at the facilities we have and how clean and tidy things are.

### **What should you do now?**

**Be prepared** – Think about how you can get ready now for both inspections. For example, do you need to refresh your mandatory training or have a better understanding of some of the key areas of policy and procedures?

**Be part of the team** — If you're responsible for making sure something's taken care of, play your part by getting it done. On the inspection days, work with the CQC—they are here to help us.

Further information about what an inspection involves will be announced in VBytes over the coming months.



# Naomi's News

*Naomi, Weekend Club Coordinator, this edition provides us with an interesting insight into...*

## **The Disappearing Parent—the dilemma of how long you should spend with each patient...**

Those familiar with ward work might recognise this situation.

You are playing with the patient. The child is engaging well, the parent visibly relaxes and at some point, they get up and leave. They might tell you they are going; they might not. Sometimes they might ask you to stay with the child until they return or not ask at all but demand it. They might give a time-frame. They might not. Or, they leave and you wait and wait and keep playing, but they don't come back.

This puts you in a difficult position. What do you do? On the one hand, you can see the parent really needs a break. They look exhausted. They have told you some of their situation. It's intense and heartbreakingly difficult.

You want to help. That is why you are here. It makes us feel very good to feel that we are doing something.

At the same time, you know there are other children who also need time and attention. You might have to finish at a certain time and as that time ticks nearer, and there is no parent in sight... and the child begs you not to leave, this can create a dilemma.

These situations are very hard and can provoke a myriad of thoughts and feelings. Some volunteers feel



overwhelmed by the responsibility and feel they cannot leave the child under any circumstances.

Some feel reluctant but allow themselves to be talked into it because they feel sorry for the situation the child and family are in.

They don't feel able to say no, as that will make them feel mean, unhelpful and rejecting, all the things they don't want to feel about themselves.

Initially they might not mind, thinking it won't be for long, but begin to feel anxious, stressed and possibly resentful as time ticks by and having to entertain a child in hospital is intense and wearing. They might feel helpless as to what to do but not want to let anybody down.

Overwhelmed, responsible, feeling they don't have a choice, anxious, stressed, resentful and helpless are likely to all be feelings any parent, who has a child in hospital, experiences to some degree or another.

In a situation like this, any parent needs breaks for their own

emotional wellbeing. This can be difficult depending on circumstances, so of course they grab it with both hands when they see their child is so well engaged.

It is an opportunistic moment. The fact that they feel comfortable leaving their child with you shows what a good job you have done gaining their trust and engaging them. By leaving the room some of the feelings the parent experiences, you, as a volunteer, might experience also, as they have, in effect, left you with them.

### **So what do you do?**

Firstly, this is why we have a big volunteer programme, with well-trained and prepared volunteers—to ensure we can offer this very important service to parents. However, volunteers are not ultimately the children's parents, so it is important there is balance about who should be caring for the patient. Some volunteer roles are clearly just about providing play and entertainment—for example the Weekend Club teams, our professional entertainers and Radio Lollipop. Other volunteers do have specific remits to be supporting parents and giving them much-needed breaks, such as Patient & Parent Support volunteers.

The skill is in you knowing what your role is and what scope you have, coupled with how many patients do you need to try to see in the time you are on that ward.

You can always ask the parent where they are going and how long they will be if they don't volunteer the information. It's important you communicate with them and let them know how long you have to spend with their child.



# Naomi's News continued...

Do NOT promise a parent you will stay with their child until they return if you don't have the time to do that.

If you can stay for another half hour then calmly let the parent know that you can stay for X amount of time but then you have to go. If the parent persists with why then be honest with them, but empathic.

If you are left with a child and the parent doesn't come back then you are not obliged to stay. It can certainly make you feel very guilty to leave but ultimately it is not your responsibility and when it is time to leave, it is time to leave.

Wind down to the end slowly. Introduce the idea to the child that it's nearly time to stop playing together. Choose one last game or finish the game and then it's time to stop.

Children are very good at drawing out the ending as much as they can! You can call them on this. "I notice that you're making this game longer and longer. You really don't want it to end but it does have to", is fine.

It is horrible if a child cries when we leave. We feel awful especially if we are leaving them alone. Empathise with this and recap the fun bits.

"It's so sad it's time to finish playing today. We've had such a good time and played so many games. That was the highest Jenga tower I've ever built", or "I can't believe how many snakes ate me today. Thank you for being such a great play buddy."

We have to leave. It is another part of setting boundaries. Playtime cannot go on forever and not to move on means other children miss out who are just as in need.

Always inform the nurses that you have to move on, but the child is on

their own because their parent hasn't come back.

Being able to set those boundaries, as a volunteer, is part of your role and it is by far one of the most difficult areas, especially when faced with a heart-breaking story and a child begging you to stay longer.

Parents understandably need a break and these might not be easy to come by. It can be such a relief to see their child so engaged and we all know how unbelievably stressed our parents are.

It seems like such a little thing to be able to do to help them to let them have a break. However, it needs limits setting on what is reasonable from the very beginning.

If you are placed in this position then rest assured it is because you are doing a fantastic job.

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## Oh My GOSH

What brought you to GOSH as a volunteer?

When I was seven I remember watching a program about Great Ormond Street. I was supposed to be in bed but I knew that if I stayed very quiet down the side of the sofa no one would remember.

My parents didn't think it was suitable viewing for me, which had the immediate effect of making it the most desirable program on the box. At the time it tallied with my love of Peter Pan as a story and I had no idea about the link between Peter Pan and GOSH until my dad explained it to me, which made me love it all the more.

I remember the little girl on the program who inspired me. She was

two years older than I was and the program followed her to her untimely death.

When I worked at the children's hospital in Cape Town, almost two decades later, we used to refer to this as 'Forever Nine' or whatever the age was when the child died.

It was me crying down the side of the sofa that got me noticed and duly told off and sent to bed. I remember announcing that I was going to work at Great Ormond Street when I grew up. The response was something along the lines of "dream on"...

Years later.... Here I Am!

That wasn't the only reason, but it certainly was the first step on my path to GOSH. I still remember that child in that episode all those years ago.

Inspired by the incredible growth of the Volunteer program at GOSH, I would like to collect our amazing volunteers' paths to volunteering with us as much as you want to share, with a view to volunteers creating a shared piece of artwork, combining that and your stories.

If you would like to contribute, you can email me at [naomi.moore@gosh.nhs.uk](mailto:naomi.moore@gosh.nhs.uk) Fill in a form in the Volunteer Services office.

You don't have to write a lot or you may have a lot to say. Some reasons may be quite simple and others more close to the heart and complex.

Whatever brought you here, brought your valuable contribution to the volunteer community, which we would like to celebrate in all its strength and diversity.



# Introducing Caudwell Children

## About Caudwell Children...

Caudwell Children is a national charity dedicated to improving the lives of disabled children and their families in the UK.

Since 2000, the charity has supported over 25,000 children with 600 different conditions and provided services worth over £40million.

## How we help...

We provide practical and emotional support to children with a disability and their families. Services include:

- ★ family support services
- ★ short break activities for children and their families
- ★ mobility and sensory equipment
- ★ access to life-saving surgeries and treatments
- ★ autism services
- ★ life changing therapy and support programmes for children with brain injuries and their families
- ★ sports equipment to enable talented athletes to participate in competitive sport
- ★ fully supported family holidays for children fighting life threatening illnesses

## Applying for support...

If you know of any families that would like to apply for support from Caudwell Children please contact us on:

0345 300 1348

[charity@caudwellchildren.com](mailto:charity@caudwellchildren.com)

[www.caudwellchildren.com](http://www.caudwellchildren.com)



## Caudwell Children Volunteers & GOSH

Caudwell Children is proud to be a part of the GOSH Volunteer Team supporting patients onsite, by raising awareness of support available to them where and when they are likely to need it most.

Hear about our volunteer Adrian's experience;



*"I have volunteered for Caudwell Children as a Hospital Volunteer for a year now and feel proud that I am doing something to help families in every little way I can.*

*I give information to parents about the services Caudwell Children offers which can really help them at*



*a difficult and stressful time.*

*I really enjoy my role and I have a smile on my face when I finish the session."*

*Adrian*

*Hospital Volunteer for Caudwell Children*



# And the Winner Is...

## Spread a Smile win "Best Charity" Award from The Sun newspaper

Spread a Smile won Best Charity at The Sun newspaper's inaugural Who Cares Wins health awards on Wednesday 11 October.

The charity, who work in Great Ormond Street Hospital and three other London hospitals send in teams of entertainers, which include magicians, fairies, singers, face-painters, artists and therapy dogs.

The charity was established in 2013 after Aaron, nephew of co-founder Josephine Segal, was diagnosed with



cancer aged nine and Josephine saw the positive effects an entertainer had on Aaron whilst he was in Hospital.

Spread a Smile were selected as winner by a team of judges and were presented with the award on the day by Lorraine Kelly and The Sun's agony aunt Deidre Sanders.

The charity was initially nominated for the award by 10 year old cancer patient Jessica Shepherd, who the charity met at Great Ormond Street Hospital during her cancer

treatment. Jessica said: "Knowing a pretty fairy or magician is coming instantly makes me feel a bit better. Cancer is no fun but the fairies in their pink dresses and their wings make me forget reality for a bit."

The event, held at The Sun's offices, gave out awards celebrating the



best of the NHS, in seven categories: Best Midwife, Best Doctor, Best Nurse, Ultimate Lifesaver, Ground-breaking Pioneer or Discovery, Best Volunteer, Best Charity and three special recognition awards.

Co-founders, Josephine Segal and Vanessa Crocker, collected the award on the day and praised the work of fellow shortlisted charity nominees. They spoke of how inspired they feel getting to meet such special children and their families on a regular basis in hospitals.

They said "We had a vision of what this charity would be when we set it up and we are proud everyday of the difference Spread a Smile is



entertaining children and teenagers in hospital

making to children, teenagers and their families going through a really difficult time in their lives.

"We don't cure these young people but we do have one simple mission - that is to make them smile for just a moment, to distract them from their pain and illness and make them feel like any other child.

"We would like to dedicate this award to Aaron, our inspiration for establishing the charity four years ago."

## Quote of the Month

*"Every family should have their own 'Minion' (a GOSH volunteer, in a yellow shirt) - they are amazing!"*

*Parent on Koala Ward*



# Panda-Monium

**Peter Panda visits Radiology and helps overcome children's fears.**



A visit to the Radiology Unit can sometimes be a scary experience for young children and can stir up fear and concerns. Children are often frightened by X-ray equipment, hence good communication with each child according to age range is critical in taking a clear X-ray.

Because they often deal with crying or frightened children, the team need to exercise a special set of interpersonal skills that help them get the image they need compared with treating adult patients.

A recent initiative, to help children overcome any fears, was to create a series of step by step photo's of the typical procedure children undergo from start to finish – using the Volunteer team's Panda Bear Character as a patient. This was to give reassurance to younger children who can relate much better when seeing their favourite character also undergoing treatment.

By showing the children photo's in

advance of treatment, they are already much more aware of the equipment when they enter the Unit and are familiar with the process that the Panda Bear has undergone.

Normally it's tough to get a child to sit still but now the team hope to have a much more relaxed child who can be in and out before they have a chance to be frightened.

The overall objective is to have a better informed and more confident child who has already had the opportunity to ask any questions in advance of the procedure, such as "Why are they wearing masks?" and "What does that big machine do?"

The whole team got into the spirit of this initiative—



as witnessed by these photos.

Thanks also go to Volunteer Alan Doig who was inside the costume and who bravely underwent all the procedures for such a worthy cause.



# Health At GOSH – Controlling Infection

## Caution for winter coughs and colds

It starts with a tickling in the nose and then – aaaaCHooo – a missile of irritants bursts out, loaded with up to 100,000 germs!

Sneezes send microbes up to 25 feet from the nasal passage at speeds topping 100mph, doctors warn, as the season of sniffles arrives.

Whilst you can do all you can to reduce any risk of catching a cold— keeping yourselves healthy, eating and resting properly, washing your hands (thoroughly) after you travel on the tube or bus, make sure you have the flu jab— it's sometimes inevitable that you will end up with the sniffles... or worse!

This is the time of year, more than ever to be mindful of your



responsibilities for reducing the spread of infection in the hospital.

It's very important you remember the strict infection control procedures and policies at GOSH— there to protect you and patients!

Some key points to remember are:

- ★ Always wash your hands using the 12 step guide, or use the hand gel as much as possible

- ★ When working on wards, always wear the approved clothing, including being 'Bare Below the Elbow'
- ★ Be conscious of your own hygiene, including washing your clothes/uniforms appropriately
- ★ Never come in to GOSH if you are unwell, have sneezes, coughs, colds, stomach bugs. If in doubt phone in to the Volunteer Services office for advice or speak to your line manager
- ★ Follow the rules in the wards about infection control. Check with the nursing staff if you are unsure.
- ★ Follow the strict procedures for cleaning toys, games and equipment after a patient/sibling has used it.

# Friends And Family Test Feedback

## Weekend Club feedback:

"We really enjoyed our trip to the weekend club today. My son is in for 6 days and we are running out of things to do (today is Sunday). The play resources were really good and the volunteers very friendly. Thank you for giving my son lots of fun and reasons to smile and laugh!"

"Saturday club is fantastic as I have a daughter who is isolated so the volunteers that come up and play with her helps her stay bearable and lessen the burden for me. Also for her siblings I don't have to worry about him being bored as he loves playing in Saturday club and I don't have to worry about finding someone to look after him."



"The activity centre at the weekend is something we couldn't do without - we need to be well and sane for our children and all of our family. Thank you!"

"The weekend club is invaluable for not only patients, but siblings also. We have always felt very supported by the excellent staff and volunteers here. Keep it up!"

"My feedback regarding the weekend play group [Weekend Club]: I am here with my two year old grandson; his baby sister is recovering from heart surgery we have been here one week so far.

It has been a godsend to have the play group facility each day, vital to keep a toddler happy and to divide the day into manageable happy blocks.

Especially good at the weekend when GOSH is so quiet. Please don't lose this fantastic space for young children and siblings and thanks to the enthusiastic volunteers."



# GOSH Charity News

## LONDON SANTA DASH 2017



**GREAT  
ORMOND  
STREET  
HOSPITAL  
CHARITY**

### Who do you know?

The Community team at the charity need you...and your contacts. Do you know any individuals, businesses or clubs who may be able to support GOSH Charity? Your passion for our cause could encourage your contacts to get involved and raise amazing amounts.

Primarily, they want to know if you are a keen golfer or if you know any keen golfers? The team are looking for golf clubs to put on a charity golf day or choose us as their captain's charity of the year. They would get support along the way alongside lots of materials and advice to help them raise as much money as possible. There is a dedicated part of the website [www.gosh.org/golf](http://www.gosh.org/golf) with lots of tips as well. If you do know any clubs and would be prepared to approach them on their behalf, please get in touch with them on [community.events@gosh.org](mailto:community.events@gosh.org) or ring 020 3841 3179. They can provide you with full support.

Additionally, support from companies is really vital for our work and it's not always about the likes of Microsoft or Apple, smaller companies can also make a huge difference. Perhaps you work or know someone who works at a company who could support us? They can provide bespoke support to companies and help them engage staff in raising vital funds. Feel free to pass on these details to your CSR team or get in touch with them: [community.events@gosh.org](mailto:community.events@gosh.org) or ring 020 3841 3179 and they can take this further.

Our fabulously festive fun run London Santa Dash is back and taking place on Sunday 3 December on Clapham Common. We're aiming to make it our biggest festive run yet by recruiting 4,000 participants and raising £400,000 to fund the hospital's specialist Play Therapy team.

We'll need lots of **volunteers** on the day, if you can volunteer please let us know by emailing: [londonsantadash@gosh.org](mailto:londonsantadash@gosh.org)

Look out for London Santa Dash posts on Facebook, Instagram, Twitter and LinkedIn. Please like, share and help us **spread the word** by using #londonsantadash Or maybe you fancy dashing, jogging or strolling around our snowy 5k or 10k routes yourself? Get you family and friends together and **sign up** here today:

[www.gosh.org/londonsantadash](http://www.gosh.org/londonsantadash)

### London to Paris Cycle Challenge

Once you've secured your place, we GOSH Charity will be hosting a London to Paris Cycle Challenge in July 2018. Take part for the ultimate cycling adventure, fundraising to help transform young lives at the hospital.

The four-day challenge covers 300 miles of beautiful countryside, through the picturesque hills of Kent and the stunning villages of northern France. The finish line in Paris awaits in the shape of the iconic Eiffel Tower and together, you can celebrate your unforgettable achievement by watching the Tour de France finale on the Champs Élysées.



ask you to commit to fundraising £1,550 as part of your challenge.

<http://www.gosh.org/get-involved/fundraising-events/london-paris-cycle-challenge>



# Thanks & Final Thoughts

## Please remember:

Christmas Stuff:

- ★ Volunteer Services office will be closed:
  - 25, 26 Dec, 1 Jan
- ★ Christmas donations: If any visitors come to GOSH with toy/game donations please direct them or take them to the charity desk in the Lagoon
- ★ Only family and close friends can visit patients on wards, so please be vigilant during this busy time
- ★ Any problems please contact Volunteer Services.

GOSH



## Facebook group

Connect up with lots of other volunteers at GOSH on the Facebook group for volunteers. Simply find the [Volunteers@gosh](mailto: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 to all the volunteers at the hospital! Your continued support means that so much is possible!**

A doctor came in to a patient's room while two Weekend Club volunteers were playing with the patient. The volunteers asked if they should leave the room to let her do what she came in to do, but the reply from the doctor was "No. What you're doing is far more important; I'll come back later"!

### ***A Weekend Club volunteers' experience***

Nice to see volunteers on this ward as there aren't many other visitors. Good to have a different friendly face.

### ***Patent on Fox Ward***

The Weekend Club is a wonderful resource for my daughter. She has been in pain, but the Saturday club brings a big smile to her face. They get her to do some activities, have fun and change her mood for the rest of the day. Sundays there is so little happening that we are always looking forward to it great activities and enthusiastic volunteers.

### ***Parent on Elephant Ward***

I also think the volunteers do a remarkable job of entertaining and doing magic tricks! It makes our stay much more comfortable!

### ***Parent on Lion Ward***

Thank you all so very much for giving up your time to volunteer for the PICU and NICU Party on Saturday 16<sup>th</sup> September 2017.

Your help and input was absolutely invaluable and made the world of difference. So many of the hospital staff commented on how great you all were.

We could not have done it so well without you. The party was a huge success and we have had fantastic feedback from many of the families who attended.

***Lizzie Penn***

***Play Specialist and Team Leader***

Thank you to all the fabulous volunteers. We have had a great day and learnt lots. Children really loved it.

***Emma Pendleton, Deputy Director of Research and Innovation***

Thank you to the volunteers for being so welcoming and expert in engaging with the public- for the advice on donations and generally being fantastic.

***Deirdre Leyden***

***Patient & Public Involvement Research Innovation***

A huge thanks you to the volunteers, who kept things in order and were on hand to assist escorting the children and teachers around on the Start a Heart Day event. And to Spread a Smile, they certainly do what they say on the tin! Without them and their talented skills, I do not think the children would have been quite so entertained whilst waiting for their CRP training.

***Claire Fraser***

***Trainee Advanced Nurse Practitioner (CATS)***

The Next V-focus will be out in February 2018. If you want to get involved, please contact Patti

Editorial team: Jamie Wilcox, Helen Wythers, Izzie Martin and Patti Hogan and thanks to all the contributors.

