



**Spring 2015**

*VFocus*

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.

In this bumper edition of VFocus we have lots of information about the hospital, spotlight on our Guide Team Leaders, a report on the Mad Hatter's Tea Party, and the results of the Volunteer Satisfaction Survey and our response to your comments.

One of the important things to remind you about is the Care Quality Commission inspection between 14th - 17th April. I will be sending out a fact sheet for you on this. It is very important you all know and understand your responsibilities if you are asked by one of the inspectors. You have been trained in this, but I will send out information just to refresh your memories.

You will all know that at the beginning of March we

had to stop using vouchers for meals. Unfortunately the Trust is no longer issuing vouchers, so we will be continuing with the policy of you buying your meal and claiming the maximum of £2.50 through your expenses. Sorry for any inconvenience with this. Any questions please ask.

We will also be announcing a new policy of travel expenses in the coming weeks - look out for this, as it may affect you and what you can claim.

I'm looking forward to implementing all the suggestions you have made in the satisfaction survey (see page 6) and making your volunteering experience even better!

Best Wishes *Jamie*

## Welcome Wave! A big hello to our new volunteers

**GOSH Guides** - Abida, Alexandra, Andrea, Antea, Bernadita, Beth, Bhavi, Charlotte, Deborah, Fiona, Gillian, Humairaa, Isdani, Julia, Laura C, Laura D, Laura G, Laura H, Liselotte, Lucianna, Nelly, Norhan, Noemie, Rebecca, Sania, Sarah, Silvia, Sofia, Sultan, Vanessa, Wishvan

**PAT Dog** - Fay & Maisy (the dog), Paul & George (the dog)

**Saturday Club** - Afreen, Aimee, Dora, Jenela, Kirsty, Lucy G, Megan, Nathalie, Nikki, Rajivan, Sara-Amanda, Tatiana

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

**Activity Centre Support** - Holly, Sevil

**Bereavement Photography** - Terence

**Buddies, Badger** - Fiaza Y, Ryan

**GOSH Guide Team Leader** - Annabelle, Kapil

**Hairdresser** - Jo

**Massage Therapy** - Pia (Reflexology)

**Physio** - Faiza M, Sadaf

**Play Support** - Beth, Noemi, Rosanna, Rosie, Rima, Stacey, Stephanie

**PPS** - Barbara, Beth M, Donna, Fiona, Hilary, Julie, Karen, Lisa, Mina, Pamela, Rosemary, Samantha, Sultan, Vicky

**Ward Host** - Alison, Sumana

**Volunteer Services Team** - Kala





## A day in the life of... Susie, CDH and GOSH volunteer



The death of your child is devastating but some good can come from it (silver lining and all that) and for me volunteering on the Child Death Helpline has been an incredible experience. To work alongside other volunteers who bring such wisdom, strength and compassion and to help callers who ring in with their troubles is particularly rewarding. You never get over the death of your child but you can learn to live with it and begin your personal journey of recovery.

My name is Susie Evans and I have been a volunteer at GOSH for the Child Death Helpline for the past eleven years. There is a strange and tragic bond between the volunteers and callers as members of our unique club. Callers often feel very isolated and express such sadness and loneliness when they say things such as "people think I should have got-over his or her death", or "nobody understands", or "people ignore me". It is a very lonely and exhausting time for them so we work hard to encourage them to

discuss how they feel, to understand they are not alone and begin to rebuild their lives. First time callers often struggle to express their feelings and some callers ring in frequently and we get to know them really well.

The Child Death Helpline is also an amazing chance to listen to other volunteer's stories. This allows us to share concerns over so many different aspects of a child's death. Siblings are always a huge worry. Relationships with families and friends are often torn. We are there for each other and gain great strength from each other and our experiences.

Two years ago I was asked to talk about a parents point of view to paediatric doctors and nurses. How we dealt with the prognosis, the treatments, life in the hospitals and the relationships with the medical professionals and how we made a plan. I explain how we felt when receiving bad news and how we dealt with it. How our child coped with knowing he was dying, how the

siblings felt and the impact on our marriage. The talks have broadened to include palliative care and communication. The talks also give the doctors and nurses a chance to ask questions on the different aspects of a family's time with their child dying.

This helpline experience has been cathartic and helps to keep the memories of our child alive.

It's been 15 years since Michael died and I am now having a change of direction as part of my journey. I am shortly joining the Volunteer Services team and moving to volunteer on the wards as a Patient & Parent Support volunteer and I feel privileged to be with the team there. My initial visit brought back so many memories and in particular the feeling of cheerfulness in the most dire of situations.

### London to Paris

Join our journey and be a hero for the children at Great Ormond Street Hospital  
22-26 July 2015




### 4 days on the road

Watch the Tour de France finale from the finish line.



Allez, allez, sign up today!  
Call 020 7239 3164  
Email [challenges@gosh.org](mailto:challenges@gosh.org)  
Visit [gosh.org/london2paris](http://gosh.org/london2paris)




### Prudential RideLondon-Surrey 100

2 August 2015

Be a hero. Join if TeamGOSH and help support the life-saving work at Great Ormond Street Hospital.

From cycling jerseys to fundraising and training tips we'll support you on your journey.



[gosh.org/RideLondon](http://gosh.org/RideLondon)  
020 7239 3164  
[challenges@gosh.org](mailto:challenges@gosh.org)



### race for the Kids

5k family fun run  
Battersea Park  
Sunday 7 June 2015  
[raceforthekids.co.uk](http://raceforthekids.co.uk)

Sign up today!



# Child Death Helpline



The Child Death Helpline (CDH) is a national freephone service for 'anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago'. It is open every day of the year, including public holidays.

All the trained volunteers are bereaved parents. CDH callers say it makes all the difference to be able to talk with somebody who has also experienced the death of a child.



A helpline was set up 25 years ago by parents whose children died at Great Ormond Street. They passionately believed that such a

service was needed. It quickly developed and teamed up with bereaved parents providing a similar service at the Alder Hey Children's Hospital in Liverpool. CDH became a charity working in partnership with the two NHS trusts.

CDH's connection with Great Ormond Street remains strong. Many London volunteers are parents of children who were at our hospital. They often speak of 'wanting to give something back' in honour of their child. CDH operates out of the Bereavement Services offices in Barclay House. Bereavement Services recruit, train and support the volunteers. Newly bereaved families at Great Ormond Street are always informed of CDH as a source of support.

CDH is a listening service offering emotional support. It is non-judgemental and non-directive. Calls are anonymous and confidential and callers know they are always talking with a bereaved parent. Volunteers can also signpost callers to other services.

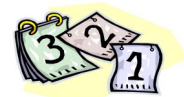
Jane started with CDH last year.

Before retiring she was a social worker for 40 years in London. She also has fond memories of being once placed with Psychological Medicine at Great Ormond Street as part of her social work training.

Jane always thought she would do voluntary work when she retired. It is not a huge time commitment and she can support people without them being individually allocated to her as they were in her social work days. When asked about her CDH work Jane added it was 'worthwhile doing something for other people that you hope is useful, has helped a bit'. She would be able to empathize with callers and that callers themselves would feel that. She also thought she learnt a great deal from the callers.

You might know somebody who could call or even work for the Child Death Helpline. To use Jane's word, it is a helpline of hope.

## Updates - Dates for your diaries



**WalkAbouts** - Start at the beginning of May. Look out for dates in the weekly email Bulletin.

### GOSH Games - Lagoon:

- 25th June (provisional)

### Staff & Volunteer Awards

- 10th June from 5pm

### Training:

- Volunteer Training & Assessment for new vols:

⇒ 17th April

⇒ 11th May

⇒ 23rd June

- Loss & bereavement:

⇒ 26th May

⇒ 22nd Sept

### CQC Inspection:

- 14th to 17th April

### Volunteers Week:

- 1st to 7th June





# Meet your GOSH Guide Team leaders

I am pleased to present to you our GOSH Guide Team Leaders! You should know most of them or at least seen their faces as you walk through main reception. The role of Team Leader is to support the other Guides, particularly the new people, making sure everyone knows what they are doing, keeping a welcoming smile and being as helpful as possible to visitors (and sometimes staff!). I asked our Team Leaders 4 questions, which were: 1. What gets you excited about being a Team Leader? 2. What difference does your role make to the hospital? 3. What's your favourite memory of Guiding? 4. If you were a children's cartoon character, what would it be and why?! Here are their answers...

## Jan Gordon

1. I love coming to GOSH every Thursday. Having spent all my working life with children as a teacher, and most of my free time since retirement looking after grandchildren, it is a refreshing change to be dealing with adults. The other guides are, without exception, delightful people with whom to share the day, and the customers are nearly always pleasant and grateful for our help.

2. We can reduce stress for late arriving families by getting them quickly to their destinations and save them from queueing unnecessarily. We relieve the pressure on the reception staff and we also get a surprising number of Gosh employees wanting help in finding their way!

3. My best memory is taking a man with very little English around the hospital, trying to renew a prescription for his child. For nearly an hour we were passed from department to department trying to find someone prepared to help him, with fairly negative results. Finally, a very helpful nurse got on the phone to the correct doctor and he got his prescription. He was a very happy customer and it was a very satisfying outcome for both of us!

4. My favourite cartoon characters are The Octonauts. They spend their time helping sea creatures to overcome problems, a bit like the guides at GOSH! But I am not sure I would want to be one!



## Karen Bullough

1. Having the opportunity to meet such a diverse group of people that are willing and enthusiastic at giving of their own time, in a difficult and sometimes challenging environment.

2. A huge difference! We are not clinicians. We are parents, we are young/old people, we are everybody helping as much as we can! Just there for parents to talk to, so they can say whatever they want without it going in their clinical notes!

3. One of my favourite memories is... guiding a dad to PICU, in a distressing time for him. He spent a lot of time talking to me. He was here for months and would often chat to me and thank me for all the support I had given him.

4. Tinkerbell – because my husband calls me this. Tinkerbell is noisy, feisty, busy and I love sprinkling a bit of fairy dust around!!



# Meet your GOSH Guide Team leaders

## Pete O'Connell

1. Best part of being a team leader: over the last two and a bit years watching the guides grow and become better at what they do and have fun doing it.
2. I feel my role helps in a small way to ease the foot traffic and have a reassuring presence for guides, family's and staff knowing the guides will do the best to help.
3. The most memorable moment for me is seeing the kid licking the pond floor diving straight in and going to town at the fish pond. It was brilliant!
4. I think I would be Kung Fu Panda! By far the worst and biggest fool of them all but with a good heart...



## Val Richardson

1. I get excited about sorting out little problems! Helping new volunteer starters learn the ropes and just helping reception as much as possible.
2. I think my role helps families and staff... it allows patients to get to wards and clinics without any hassle and without complaints.
3. One of my favourite memories is: A couple with a child in a wheelchair and a gastric tube. The tube had burst and the parents were in a panic, not knowing what to do or where to go to. No one knew where they should go, but eventually I got them into Rainforest, who were brilliant and very helpful, then we got into Squirrel to sort the problem. The family were very grateful and it certainly made me feel like I had made a difference to someone's life.
4. I would be Dora the Explorer! She teaches and she explores—that's what I do as Team Leader!



## Kapil Lakhani

1. As a sports coach I like to be feared and loved by people who look up to me for guidance & directions but at GOSH I get more excited by creating a harmonious team who can work together and enjoy their time spent under my spell of miracles and magic.
2. I believe that one of our roles as a team leader benefits the hospital by taking pressure off the main reception staff. We do this by having a cohesive team allocated at various hot spots of the hospital main entrance so that parents and children can have a safe journey to their wards and clinics.
3. My favourite memory of guiding was when a parent came to ask me where a nearest barber shop was to the hospital. I had neither been to the barbers nor used a hair dryer since 2005 so I had to use my iPhone and use Google maps to guide her. She did laugh at the irony of this situation and came back to thank me after her great hair cut experience.
4. If I had to be a cartoon character I will be Homer from The Simpsons as I like his life's philosophy; 'trying is the first step to failure'.



# Meet your GOSH Guide Team leaders

## Andy Dunning

1. Being a team leader is a great privilege and it is great to know that we are there to not only pass on our knowledge, but to lead from the front and set an example for others, and to steer the new guides in the right direction.
2. Our role as team leaders makes a difference to the hospital because we help to distribute the volunteers as to where they are needed when guiding, we are also the first point of contact for most patients and families, which helps put them at ease when we welcome them with our cheery personalities and warm smiles ! We are also an important link for different departments, as they can ask us directly for help when guiding, rather than having to ring anyone.
3. My favourite memory of guiding ? Well, I don't have just one, but the thing that always sticks with me every time that I attend GOSH, is how uplifted and rewarded I feel, its just an amazing place to be.
4. A cartoon character? Mmm that's a good one, I would have to say..... Peter Pan, cause I never want to grow up !!



## Annabelle Prentice

1. I love being part of a team. I love supporting the team when I can—we all support each other!
2. I'm always smiling , friendly and positive. I hope that it makes a difference to everyone that I meet. Positivity spreads though!
3. Every week there is something special that happens. Something that does come to mind was a mum who was very upset, as her son, who was premature, was very unwell. Mum was crying and I sat with her and chatted. She was very grateful and felt better having the time with me. I felt great helping her.
4. I would be Princess Fiona—she teaches us that no matter who you are, it's what's inside that counts. I firmly believe that.



# Around the Trust news...

## Suspicious person

Staff are to be aware that on Monday 23 March 2015, an unidentified male entered the Trust in order to hand out politically sensitive leaflets. The individual managed to gain access to a secure area within Southwood building, it is believed by following (tailgating) a staff member through a swipe access door. Staff are reminded to ensure that no unauthorised people follow them through secure doors and if an

unauthorised person is identified anywhere within the Trust security should be called immediately via ext 8856 or non-clinical emergency ext 5999. Security will attend and assist to remove the person.

## Try the new interactive wayfinding system

The hospital is testing a new electronic wayfinding system with a 'photo-real' 3D walkthrough to help visitors find their way around

the site. The system uses a virtual Peter Pan to point out pieces of artwork and other visual cues to help users remember the best route to their selected destination. Please try it out on the kiosks outside the meeting rooms in Level 4, Barclay House, main reception and Octav Botnar reception.

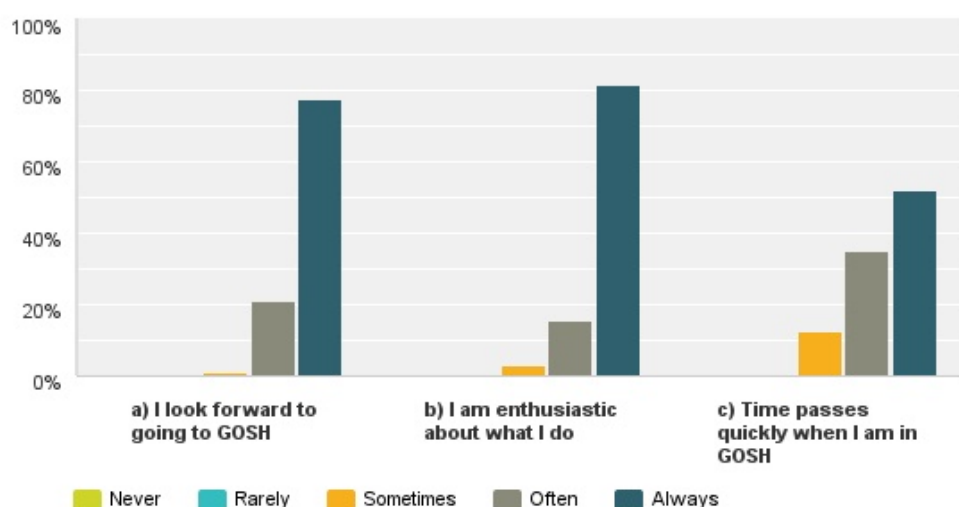


# Volunteer Satisfaction Survey

**Thank you** to everyone who filled in the survey. This information is vital for Volunteer Services to plan for the future - looking at what is working for you and what changes we need to make. There were some interesting results and we are pleased that

the vast majority of volunteers who responded were happy with most aspects of their volunteering. The survey was sent to the GOSH volunteers only (it did not include the external organisation volunteers, such as Radio Lollipop and Scouts/Guides). 51% of GOSH

volunteers responded to the survey, which is pretty good. The Volunteer Services team have met to analyse the results and write an action plan for changes. Below are some of the results of the survey.



The direction & support I get from my immediate supervisor in my ward/department - 85% satisfied/very satisfied.

The support I get from Volunteer Services when I need it - 84% satisfied/very satisfied

There was mixed reaction to the volunteer recognition events (Christmas party, Make A Difference Awards, Staff & Volunteer Awards). 46% had attended one of the events and enjoyed them, which meant that 54% had not attended an event.

**89%** of volunteers would recommend GOSH as a place to volunteer

93% of volunteers were happy/very happy with the amount and type of communication from Volunteer Services

VFocus newsletter - everyone was happy with the newsletter and the content, however 8% of respondents wanted it to be more regular.

90% are satisfied with their volunteering experience at GOSH





# You Said, We Did

As part of our on-going commitment to provide a top service to volunteers, we have set out our pledge to you based on the feedback you gave us in the Volunteer Satisfaction Survey.

## You Said...

We don't see Volunteer Services staff enough

You said that you don't meet with other volunteers enough

Communication: You want to hear more things out the Trust on a more regular basis

VFocus: You asked if we could have more patient and parent feedback and stories

You felt unable to bring concerns to your ward staff supervisors

Saturday Club: You suggested a number of very good ideas about how to promote the Club and how to engage volunteers more

You expressed a wish to have access to more training opportunities

Some people were not aware of the volunteer parties/ celebration events

## We Did/we will do...

- ⇒ We will start doing regular **'Walkabouts'**. You will see all VS staff around the Trust on a more regular basis – that means visiting you in your ward or department, just to say hello, see how you are going and to help with any issues
- ⇒ We will start our **'Meet and Eat'** sessions in the Lagoon from May. You can come into the Lagoon for your lunch and meet with a VS staff member to chat, to discuss any issues that might be happening for you and to meet with other volunteers.
- ⇒ We will link in teams of volunteers (e.g. Badger Buddies, Play volunteers) so that you can arrange to meet, talk about volunteering issues and support each other
- ⇒ We will inform volunteers of the Meet and Eat sessions.
- ⇒ From May we will trial weekly **Email Bulletins**, giving you latest information about the Trust, any changes that you need to know, when the Meet and Eat sessions will take place, when and where the Walkabouts will happen and any special roles available.
- ⇒ Using volunteers that would like to write up their experiences, we will cover more stories about patients and how the hospital and volunteers are changing lives.
- ⇒ We are developing training and information for ward staff, so that they understand volunteering better and ensure volunteers feel more part of the ward team. This will in turn help with volunteers feeling 'able' to report problems on wards.
- ⇒ We will consider how we can best get the message out to all wards – some posters and leaflets to start!
- ⇒ We have already started to limit the number of volunteers per week
- ⇒ Volunteers will be coordinated better in the Activity Centre
- ⇒ We will ensure all volunteers going up to wards have been trained in play activities with children.
- ⇒ We will work with the Training and Development team to identify possible training courses open to volunteers.
- ⇒ We will endeavour to promote these events better and ensure you know when certificates are being presented.





# How does GOSH work?

## Walk the journey of food at GOSH

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

*Peter Roche, volunteer, recently met with Michael Glynn to discuss how the huge hospital site deals with food for patients, visitors and staff.*

The hospital mantra is always “The child first and Always”. My two previous articles were how the hospital delivers the “Building Services” and “Bedside Entertainment and Education” to the patients. In this article we find out how the hospital delivers food to the patients, staff and visitors. The task is far reaching, and in order to understand the challenges, I asked the new catering manager Michael Glynn, for an overview and “walk me through the journey of the food” at the GOSH.

Michael Glynn has been at GOSH for 4 years. His training was at a Birmingham college studying Food and Catering City and Guilds and subsequently worked at several hotels and colleges before joining the hospital. Now this new role takes him back to his first primary interest of catering. He sees the main aspect of this challenge as different from hotels and colleges where he has worked, because in GOSH he must merge with the clinical pathway, the child

experience, the environment and hospital food standards.



All of the following six steps through the journey of the food at GOSH are all therefore very important:

1. **SOURCED** – From where? Food provenance, “sustainable sources”, “soil accreditation”, “happy farms”, organic, sugar free, gluten free, special needs, multi-faith and local suppliers. These are all considerations.
2. **STORED FRESH – IN HOUSE.** All food stuffs are stored at Level 0 below the Lagoon and adjacent to the Ward Kitchens. The supplies arrive and are taken to dry storage and separated by ward/patient food and staff/public food. Fresh food to 4 giant cold stores/freezers. Here also is a sealed room containing the waste disposal food unit.
3. **PREPARED** - How many choices? Via “The In House Manager”, Diet Choices, Multi-Faith Choices, Clinical Restrictions.

The “In-house Manager” for food

production is Steve Barber, a qualified chef. Steve works with the clinical staff to understand special needs of sick children. Religious diet and allergy needs also present different daily problems for Steve to understand and present solutions to be approved. Steve prepares a 3 week menu cycle offering parents the choice of food for their child. Typically, children might only stay in the hospital for 3 or 4 days, but some children, particularly in the transplant unit, may stay for several months so the choice of food by parents for patients can vary.

The staff have regular daily choices to make and therefore need to see more variety on the menu to avoid having to eat away from the hospital.

The visiting parents and out-patients quite often are looking more for “comfort food” as their choice, after seeing Doctors and having treatment.

4. **DELIVERED** – To ward/Lagoon/ staff

Ward - Here the need to engage nursing is really important. The intention is to create an hour of protected meal time for the child and have the meal delivered looking appetising and be eaten free of clinical intervention.

**Cont...**



# How does GOSH work?

## **Cont...**

Lagoon – Here the emphasis has to be a comfort “downtime” experience after a clinical experience. The important issues are: “through time”/quality / choice/fresh food/the lagoon environment and having a hospital cleanliness standard.

Staff – The staff are here daily and need also a protected meal time to refuel and recharge quietly and also to have variety, maybe even an occasional special menu choice.

5. CONSUMED – Clinical Management – Protected meal times.

Patient – Assistant Chief Nurse, Caroline Joyce and Michael are working together to ensure the nurses, who oversee the delivery of the food to the patient, brought in by housekeeping staff, do so to

ensure the child comes first. The kitchens and housekeeping staff ensure the food is specific to ward and patient. The emphasis is to ensure quality time for food consumption.

Staff - An area is set aside for the staff to eat in a quiet environment.

Visitors – (Lagoon) The area is an important part of the hospital for visitors to eat and maybe rest.

6. DISPOSAL OF WASTE – Environment Issues.

From packaging to food stuff – the aim is to reduce waste. Packaging is difficult to control but steps are taken to reduce this by asking suppliers to look at what is absolutely necessary. However disposal of food waste at GOSH is controllable. The food waste is managed, gathered and reduced to a liquid by a huge “Waste to Water

machine –H2O” located in the basement/plant room. The resulting liquid, as approved by the Local Authority and Soil Association, is then pumped into the normal drainage system as liquid, thus removing the vast amounts of solid waste to landfill.

## **CONCLUSION**

The challenges for catering are continual and an important part of everyday life in the hospital, particularly with the three separate groups of “customers” needing somewhat different solutions. The six steps of the food journey will, I imagine, be continually monitored and changed/improved as necessary, based on feedback from patients and staff via surveys, questionnaires and engagement with the Wards.

## **Do you know someone who deserves an award?**

What better way to celebrate an individual or team who lives Our Always Values than by nominating them for a staff award? There are a number of different categories, so if you know someone who goes the extra mile and deserves to be recognised more widely for being Always Welcoming, Always Helpful, Always Expert and Always One Team then take a second to tell us why. Nominations close on Sunday 10 May and all nominees will receive a personal letter from the Chief Executive and an invitation to our award ceremony on Wednesday 10 June. To make a nomination please speak to Jamie, who will send you the nomination form - remember to tell us as much as possible about why the person or team deserves to be recognised and how they live Our Always Values.

**Volunteer of the year** – for an exceptional person who lives Our Always Values and has made the greatest impact and contribution to the experiences of patients and families at the hospital.



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

Great Ormond Street   
Hospital for Children  
NHS Foundation Trust

**Closing date is  
Sunday 10<sup>th</sup> May**







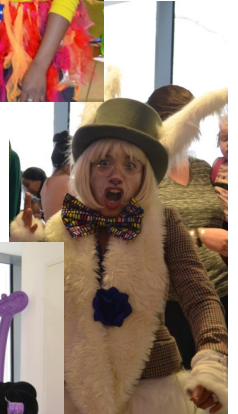
# Mad Hatter's Tea Party

**1<sup>st</sup> April** was designated Mad Hatter Day at GOSH and our fantastic Volunteers celebrated in magnificent style by putting on a Tea Party of Grand proportions.

The Lagoon was transformed into a magical fun space for our patients and families which included all the special ingredients needed to ensure they were transported into Wonderland.

created. Everyone had so much fun making Easter cards, bunting, baskets and decorating porcelain hearts as well as dipping into the candy store and learning how to make their own yummy chocolates.

Thank You to everyone who helped make this event extra special. We couldn't do it without you!



The Party was also taken up to the wards by our teams, led by Jenny and Jo, so everyone could take part in the FUN.

Attending the Party were our very special guests, Queen of Hearts, Fari Shari, Elsa, Rapunzel, Spider Man, March Hare, Mad Hatter, Wonder Woman, Curious George, together with lots of bunnies and princesses and our very own PANDA!

The Party was packed full of patients and families all amazed at the magical spectacle our volunteers







# 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.**

## **Crocodile Club:**

*Are you creative, energetic, fun loving? Croc Club might be just right for you!* The Club needs a few more fun volunteers to help out on Mondays and Thursdays.

## **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

## **Lay Reading Group:**

We are seeking to recruit volunteer lay readers to read internally produced GOSH documents.

The only qualification is that you enjoy reading and want to support GOSH in producing documents that are easily read and understood by people of various backgrounds, nationalities and education.

You will read documents and feedback changes making them easier to read and understand.

## **Escorting patients from Craniofacial:**

This easy and sociable role requires volunteers to meet with families and patients from the Craniofacial unit and to escort them to Medical Illustration for their photos to be taken. The role will also involving liaising with the

medical team and the photography team. This is for Thursday's only.

## **Admin Support for Surgery:**

Urgently needed—a volunteer to help with admin and who would like to gain some administrative experience within the Surgery Division, specifically within the Cleft, Plastic Surgery and Craniofacial services. They would be working with the admissions co-ordinators and Medical Secretaries.

## **Simulation Suite organiser:**

We have a fantastic new simulation suite with about £100K worth of kit which has just been purchased. We need an organised person to help us unpack the kit and organise the storage area more efficiently. The volunteer will also get an opportunity to spend time in theatre and to help with the demonstrations.

## The Activity Centre

Hi All

Don't forget to keep telling families about the Activity Centre. You are our greatest advocates!! Some volunteers are fantastic, they bring families to us all the time but it is devastating when families tell us they have been in the hospital for six months and no one told them we existed.



We are based on the Southwood Building Level 2, next to the school. We are for everyone - Inpatients, outpatients and siblings of all ages can drop in whenever suits them. We have babies/toddlers right up to teenagers with or without their parents. (Please note a responsible adult needs to drop off and collect)

If you haven't been to meet the team please pop by and say hello; we would love to show you around.

Thanks

Aoife (pronounced Eefa)

Activity Centre Manager. Ext: 8273



# Thanks & Final Thoughts

**Madeline Ismach, Head of Therapies, Dietetics, Psychosocial & Family Services** will be retiring from her position on the 17th April. Madeline has been a champion for volunteering and for the development of Volunteer Services, commissioning a review of the service 7 years ago and fighting for funding. The service will miss Madeline, but wish her the very best for the future.

Dear Jamie

Thank you to you and Patti for assigning volunteers to the consent form roll out with me last Monday. The volunteers were integral to the success of this and I couldn't have done the morning roll-out on all wards without their help.

I was impressed by their initiative, confidence and knowledge of the hospital and local ward teams. We were visiting every ward to confirm they had received consent forms and understood the launch - I had missed a ward off my list and one of the volunteers noticed this and visited the ward.

I found them very helpful and knowledgeable

Best wishes

Bryony  
Service Manager, ICI, ICI-LM

Hi Jamie,  
Radiology were recently inspected as part of their accreditation with

the Imaging Services Accreditation scheme (ISAS.)

Part of this inspection revolved around the patient's experience and involved a lay-assessor speaking to families and observing the patient journey.

She had particularly glowing praise for the volunteer services helping the patients through the hospital and presenting a friendly face for families to go to. We have not yet received the full report yet, but I just wanted to pass on our thanks to the volunteer services team and the volunteers for helping Radiology and the trust meet these high standards in quality of care.

Many thanks

Andrew Gerrard  
Administration Manager  
Radiology Department

Hi Patti

Thank you so much for fitting Eagle in for the Mad Hatters party. The kids all loved it and they really helped me out as the ward was really busy and I was on my own.

Thanks

Lynsey  
Play Specialist, Eagle.

A great big thank you to the two volunteers who came and spoke at our conference event (for senior

consultants). They were so inspiring!

Dr Martin Elliott  
Co-Medical Director

## Quote of the Month

"One of the external candidates for the Medical Director interviews asked me to pass on to you how amazing the volunteers are at GOSH - he was really impressed by the visibility, their engagement and the volume that we have."

Best wishes

Caroline Joyce  
Assistant Chief Nurse

## Reminders

Please remember to sign in and out when you do a shift.

Don't forget the Volunteer Services motto:

**Here to Help**

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

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

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

