



**Summer 2015**

# 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.

This is the first edition of VFocus since we launched the weekly VBytes. We're had lots of positive feedback about the email newsletter and it does seem to help with communicating important trust information. Please do continue to let us know of anything that would be interesting or valuable for all volunteers.

Patti and I have been out and about on our weekly WalkAbouts, meeting lots of you and chatting about your role and where you are volunteering. We are getting lots of helpful comments and this has been valuable for us to meet with you in the area you volunteer. Please continue to bring anything to our attention, so that we can rectify any issues, if needed.

We certainly have seen quite a lot of activity in the last three months in the hospital and this edition of VFocus

highlights some of those - with a few patient events organised, the staff awards, information about services and some feedback from volunteers about their role in the hospital.

If you are planning any holidays, please make sure you inform your ward/ department and also let Patti know. Summer can be a difficult period for the hospital, as a lot of staff and volunteers take time off. This can leave some gaps in provision, so if you are around and could help out a bit more, please let Patti know.

If you haven't signed up to be a Foundation Trust Member of GOSH please do - see page 3 for details.

Finally, please also note that the Activity Centre will be closed for 6 weeks from the 16th July.

Have a great summer! Best Wishes *Jamie*

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

**GOSH Guides** - Adilah, Ameeta, Anne, Aude, Christine, Cleo, Damien, Dimitra, Elizabeth, Farah, Fiona, Firoza, Fleur, Hannah, Isolina, Jack, Jessica, Julie, Katarzyna, Katie, Lawrence, Leanne, Lizzie, Luke, Nathalia, Patricia, Pauline, Rebecca, Sarah, Shari-Louise, Shiara, Shahrose,

Silvia, Sophia, Tabassum, Wai-Kam, Wung, Zohra

**GOSH Guide Team Leader** - Malcolm

**Musician** - Annie

**Saturday Club** - Michelle, Lauren

**Volunteer Services Team** - Krishna

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

**Buddy** - Cleo, Dharmesh, Dimitra, Hannah, Luke, Michelle, Nathalia, Shari

**Chronic Pain Clinic** - Silvia

**Dietetics** - Sumana

**Massage Therapy** - Pia, Nikky

**Play Support** - Anthea, Bhavika, Sofia, Vanessa,

**PPS** - Alice, Laura, Sarah,

**Simulation Suite** - Dharmesh

**Ward Host** - Jocelyn, Tigi, Wish





## A day in the life of...

### Chris, Badger Buddy volunteer



I started volunteering at GOSH in January 2014, as you all know you have all start as a GOSH guide. Eager to earn the bright gold t-shirt I listened hard and worked alongside some other great volunteers that had been guiding for a while. It was important to really listen and follow them everywhere. It felt like such a scary and overwhelming place for me especially because the new reception area was being built at the time. This helped me to begin to feel how families that are coming to the hospital are feeling when arriving at GOSH.

Most families that come to GOSH for help are not even from London so that in itself is quite a nerve racking and scary thought. After just a few weeks I earned the gold prize and began guiding myself taking people to appointments helping to manage new volunteers and dealing with the opening of the new reception which was an exciting time but also a busy and crazy period.

After a few months of learning the ropes of the hospital warrens I was asked if I would like to go and join the team on badger ward as a buddy. I was so excited as this was just a perfect role for me as my day to day job is working with children and families in a range of settings. The skills I had would fit well with the staff and families that they dealt with on badger ward.

If you don't know what badger ward is, it helps children with respiratory problems so having problems with their breathing. Unlike some of the other wards at GOSH you see a lot of repeat patients coming in every few weeks or months for treatment or some of the children actually live on the ward permanently. This meant that I could really get to know the children and their families really well and truly help to make there Mondays a little smoother.

Working under the direction of the most amazing and inspiring woman that is Lizzie Penn I learnt so much about how to deal with families in difficult situations. She taught me how to professionally approach the children and be a support to their parents.

My morning would start with a run down with who was on the ward. I would then pop my head into the children rooms and say hello to them and their parents and let them know I had arrived and I would come in for a play or to do some homework and give mum/dad or whoever a break for an hour or so. Sometimes there was up to 11 children to see and because of the nature of these conditions they couldn't mix I would have to go all their room individually which would mean a busy day. Although most of the time it was just the most wonderful place to work and the

team of doctors and nurse were so welcoming and friendly there were times when it was a difficult place to be. When it did get tough the volunteer services team Jamie and Patti were such a support and so brilliant and being understanding. I always found them both easy to talk and you could catch them whenever they without fail had time for me. I would often be having so much fun with all the children and their families that your mind slip for just a second and you forget where they are and what happening to them. I believe this to be great for them after children just want to be treated like children.

I found my Mondays to just be the biggest reality check and just a small reminder that people should always consider other people all the time. If some snaps at you during rush hour on the tube be tolerant and remember nobody knows everyone's situation.

Working at Great Ormond Street has just been the most incredible, eye opening and challenge time. I can't wait to continue helping in the future.



# Foundation Trust

## Have you joined the Trust as a Foundation Trust member yet?

As a Foundation Trust we want to make sure that our membership reflects the broad and diverse communities we serve and that as an integral part of the hospital community you are represented.

We know that as a volunteer you already give your time and expertise to the hospital. By joining the Trust as a member you are continuing to show support for the hospital and can be involved as little or as much as you want in Foundation Trust activities.

We will keep you up-to-date with hospital news, stories, and much more through our members newsletter- "Member Matters" as well as our regular Foundation Trust Get Involved Members' emails.

If interested you can also attend a Board or Members' Council Meeting or join us at this year's Annual Membership Meeting in September. We also run regular

surveys to get feedback on our Annual Plan and other Trust activities.



Since January 2015 we have welcomed 50 GOSH volunteers as members! Please join them by visiting [www.gosh.nhs.uk/join](http://www.gosh.nhs.uk/join) and complete the online membership form.

If you have any queries on your membership or any membership activities please do not hesitate to contact Deirdre Leyden, Membership and Governance Manager, [deirdre.leyden@gosh.nhs.uk](mailto:deirdre.leyden@gosh.nhs.uk) or on 020 7405 9200 extn 5668

### Dates for your Diary:

Annual Members Meeting and  
Annual General Meeting  
Thursday 10 September

Registration from 5pm  
5.30pm - 6.30pm

**Basement Lecture Theatre  
UCL Institute of Neurology  
33 Queen Square  
WC1N 3BG**

The purpose of the meeting is to receive the Annual Report and Accounts and hear from the directors on the performance of the Trust in 2014/15. There will also be an opportunity for questions.

The Members' Council will present its annual membership report and you will have the opportunity to meet your staff Members' Council representatives also.

Please join us for a drinks reception after the meeting.



## Updates - Dates for your diaries

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

**Lunch Club** - Every week in the Lagoon. Look out for days in VBytes

### Training:

- Volunteer Training & Assessment for new vols:
  - ⇒ 17th September
  - ⇒ 29th October
- Loss & bereavement:
  - ⇒ 22nd Sept

**Trust AGM** - 10th September.  
Kennedy Lecture Theatre

**Halloween party** - 29th October. In the Lagoon. Look out for invitations to join





# Volunteer's Week - 9 things...



## 9 THINGS I LEARNT DURING VOLUNTEERS' WEEK

Although Volunteers Week seems like ages ago, there are some interesting things to come out of it. The week is an international recognition event, with many countries recognising the value and input volunteers make. Some of the highlights.

### 1. Over a third of adults in the UK would be interested in volunteering for the NHS

A new survey by ICM for RVS has found that 40% of adults would be interested in volunteering for the health service, with the most popular activities being helping out in a shop or café, taking patients out on social visits, hospital visiting, or assisting on the ward.

### 2. Volunteers play an important role in strengthening democracy

A new report from CDF, *Trust in Democracy: how community groups bridge the gap between people and politics*, reveals that volunteers are almost 50% more likely to feel they have an influence over local political structures. And many people involved in community activity use it as a grounding to go into more formal political roles.

### 3. Volunteering will impress future employers

According to a study from the [employment consultants Universum](#) employers are less impressed by your qualifications and which university you went to and more taken with the skills and experience you have learnt

through volunteering and work experience.

### 4. Volunteering is one of five lifestyle choices guaranteed to make us happier

According to [Professor Paul Dolan who was speaking at this Year's Hay festival](#). The others are listening to a favourite piece of music, spending five minutes with someone you like, going outdoors, and having a new experience. Prof Dolan leaves us with the following natty sound-bite: 'helping other people is a very selfish thing to do. It's a good source of happiness for you. Just randomly help someone and see the difference'.

### 5. Young people who take part in volunteer projects are more willing to participate in volunteering again....

.... according to a [new study](#) published by the Cabinet Office. So it's great to see that over 65% of GOSH volunteers are under 30!

### 6. Employer-supported volunteering is on the rise

According to latest figures from the Community Life Survey featured in this year's [Civil Society Almanac](#). This is also evident in the large numbers of volunteers from our corporate supporters helping us run events such as the Summer Fayre. This year we have already had 78 corporate volunteers do something in the hospital.

### 7. More than a billion people volunteer globally

So says the latest [State of the World's Volunteerism Report](#), published by the United Nations.

The report praises some governments such as Peru, Mozambique and Norway for developing a 'supportive environment' for volunteering, but criticises others for failing to acknowledge 'the immense potential of volunteers to help them chart a more successful development path'.

### 8. Volunteering is well respected in GOSH

We have increased the profile of volunteering in the hospital, with most permanent staff now recognising the importance and value to patients and families, as well as staff. Volunteer's Week gave us another opportunity to highlight volunteering and Volunteer Services received many comments about how impressed staff were with the numbers of volunteers and how skilled they are.

### 9. Volunteering is more popular than 'Britain's Got Talent'

Well, on the first day of Volunteer's Week, the subject was trending number two on Twitter, ahead of Britain's Got Talent Final 2015, making the point perhaps that volunteering is the greatest demonstration of the UK's talent. At one stage during the Week we were trending at number one in London and Birmingham, number two in the UK and an incredible number eight in the world!

### 10. GOSH has one of the largest volunteer programmes in the NHS

You are all part of that special group of people who have been selected to work in this amazing hospital! THANK YOU!!



# GOSH Charity news



Join **#TeamGOSH** by volunteering at the Great Newham London Run. London's newest 10km run will take place on Sunday July 19<sup>th</sup>, and is set in the iconic Queen Elizabeth Olympic Park. Join us at the **#TeamGOSH** cheering point and support our amazing runners along the route. For more information and to register your interest email [volunteering@gosh.org](mailto:volunteering@gosh.org)



**Prudential RideLondon-Surrey 100**  
2 August 2015

Be a hero. Join #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 patient Jonas, age 5

gosh.org/RideLondon  
020 7239 3164  
challenges@gosh.org

## RideLondon –Surrey 100

On 2<sup>nd</sup> August 300 GOSH heroes will take on London's toughest cycling challenge and we need YOUR big cheers to spur them to and give them the best day ever! We'll have 2 cheering posts at Putney Bridge and Kingston Bentall Centre, GOSH t-shirts and cheering sticks will be provided. For more information contact [challenges@gosh.org](mailto:challenges@gosh.org)

**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)

# Scouts & Guides News

Three leaders - Chris, James R and Andrew - are off to Japan for the 23rd World Scout Jamboree. Details here <http://www.scout.org/ws2015> They will be members of the International Service Team (IST), doing various jobs which together make the Jamboree happen. Nearly all of the staff will be volunteers, either using their existing skills or doing something completely different from the "day job". Chris is on the Media team (watch out for Tweets and Facebookings!), Andrew is helping with the Hiroshima Peace

Programme. James is working in the Science area.



We're looking for someone to join our Executive Committee as our Group Secretary. We only have one meeting like this every year - our AGM - and the Secretary takes the minutes, gets them signed, circulates them, arranges the next meeting and reminds everyone nearer the time. Legally, they would be a Trustee of our Group, but we will

explain all about this to anyone who would like to think about helping us.

Thanks to lots of people in the Hospital we managed to collect 7,746 Sainsbury's Active Kids vouchers. We've ordered various pieces of equipment which should be delivered by the end of September.

Check out the new website: [www.17thholborn.org.uk](http://www.17thholborn.org.uk)





# Staff Awards



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

On 12th June hundreds of GOSH staff, volunteers and visitors packed into the Kennedy Lecture Theatre, to hear Ali Mohammed, Director of HR and Claudia Winkleman, from Strictly Come Dancing, take us through another great ceremony. The event is seen as one of the highlights of the year for staff and volunteers—it's a time to reflect on the good things that have been happening in the hospital. There are a number of awards and we are proud to be able to recognise volunteers with the Volunteer of the Year Award.

Unfortunately this can only go to one person or one team. The standard of nominations was again, very high this year and the judging panel had a lot of difficulty making a decision. The people that were nominated were:

- ★ The Outpatients team in RLH
- ★ Penny Cherry, Puffin Host
- ★ Banshi Patani, Badger Buddy
- ★ Jennie Wellbelove, Radio Lollipop Team Leader
- ★ Annabel Prentice, Team leader
- ★ Carol Scott, Massage
- ★ Fleur Hanbury, PPS
- ★ Kylie Wallace, Radio Lollipop Team Leader
- ★ Lucy Clark, Activity Centre Assistant
- ★ PICU/NICU team
- ★ Ann Ball, RLH clinic

And this years' winner was Banshi Patani. Banshi was very excited to receive such an honour and said

this:

"I feel so lucky to have won the Volunteer of the Year Award, it really means a lot to me, mostly because volunteering on Badger ward is one of the most amazing experiences - definitely the highlight of my week!

The children are simply fantastically inspiring and deserve so much; I just feel happy that I can contribute a tiny bit towards this, even if only by



bringing the child in me out for a few hours! Seeing them have fun and momentarily forget everything else is in itself the biggest reward - I'm so grateful and very privileged to have the chance to volunteer in such a brilliant place and just want to say thank you for it all!"

The other very exciting news was the Colleague of the Year award that went to our very own Patti. This prestigious recognition was well supported by many nominations. On the announcement that Patti was the winner, the crowd erupted and gave Patti a standing ovation - a fitting tribute indeed. Ali Mohamed said "Patti was very popular and stood out from the rest of the

nominations. She was a unanimous choice by the panel".

Patti was over the moon with her win too: "I am still on cloud 9 after winning the prestigious award of Colleague of the Year!

To receive an award for doing a job you love is really something precious. I shall wear my crown with pride for the next 12 months and do my very best to live up to the award and not fall off the pedestal".

We also recognised the volunteers who have been with GOSH for significant number of years:

For 10 years service

- ★ Christina Michalos, former Chair of Radio Lollipop
- ★ Dorothy Keogh, Radio Lollipop

For 20 years service:

- ★ Stella Tysall, Play volunteer

All of us in Volunteer Services are very proud of Patti and Banshi for their achievement.

*NB: Don't forget the monthly GOSH GEMS that you can nominate people for too! Ask Jamie for information.*



# Summer Fayre

This years' event followed the theme of the Seaside Fayre. We even had Butlins holidays camps sponsor the event, with lots of characters and



performers, which was a huge success.

All of those that helped run the event were the Events team from the Charity, staff from our corporate donors, and, of course, our own happy bunch of volunteers.



The main stars of the day, as always, were the children and young people, who again, supported the event in their hundreds. However, the kids can only be there if they make the trip to the Lagoon, and we know



many cannot, so yet again the amazing team of ward volunteers took the party to the patients on wards.

After lots of setting up and preparing, the party was all ready to go by 11.30. Lots of eager and enthusiastic children and young people, and of course the parents to bring them, were excited to get the event going!



The children and young people are always so keen to get in and have fun, with so much to do for young and old. For 4 hours the event was in full swing with fun and games, food and gifts, delivered with great enthusiasm by all the volunteers. Of course our ward volunteer teams were in action too, visiting hundreds of patients on the wards.

Looking back now it all goes by so quickly and it's hard to pick out the highlights as there is so much noise and so many activities and everyone



will have different memories. For me, having arrived earlier than most to meet the guys who delivered and erected the successful painted screen, I decided to ensure, again and again during the 4 hours, that everyone in all the hospital waiting rooms and around the eating areas knew there WAS a party and THEY



were invited!! The surprise and delight clearly shows on the children's faces and is always lovely to see, since they are usually here for a very different reason. The parents although somewhat reticent initially, really do get into it as they see their child's face light up, and when, if I catch them leaving after all the fun I find the parents really have really enjoyed it, and particularly the respite, and many say "when is the next party?"

So my other highlights?

Seeing the children's faces meeting the giant teddy bear and the other characters, including the funny "policewoman"!

Continued.....





# Summer Fayre

Seeing their delight when having face paint, nails and fake tattoos placed on them, for they usually come to GOSH to have other, not so pleasant things done to them. Playing all the fun games and activities – such as Hoopla, Skittles and Pin the Tail on the Donkey.



Realising again that these children do have problems, and many very serious, but they are also so

talented and eager to be involved and as active as possible.



So if you were there, well done, and be proud, and if you weren't and couldn't make it, be there next time, because it is a heart-warming, inspiring and often very emotional experience.



## Puffins get pampered

On the 15th May, Penny Cherry, one of the Puffin volunteers organised a pampering day just for staff! The day acted as a mini fundraiser as well, raising money for Nepalese Earthquake victims.

Penny worked her magic securing donations from Neal's Yard for small gift packages and therapists from Healing Hands to donate their time to give massages to staff. Staff donated cakes as well to ensure they got the most out of the fundraising.

It was a wonderful day, with a lot of very satisfied and much relaxed staff team! They also raised £540!

Senior staff on the ward said:



"We raised a massive £540 for the Humanitarian disaster in Nepal. A big thank you to Penny who arranged all the volunteer therapists from Healing hands and Neal's Yard and to everyone's generous donations of cake and scones. The relaxed vibe around the department was tangible!"

Also...

"Loads of staff had their aches and pains massaged away by the lovely male therapist called Alex. A few of us had reflexology and we are now walking on air... The coffee room, smelt like a spa with the gentle music of babbling brooks and bird song!

Even the staff eating cake were quiet and respected the staff having their treatments."



# Thanks & Final Thoughts

## Summer 2015 temporary closure of the Activity Centre

Important hospital redevelopment works mean that the School and Activity Centre will be closed from Thursday 16 July to Tuesday 1 September 2015. Unfortunately, the closure of these areas will have a significant impact on our ability to provide school summer holiday activities for patients and siblings. The Activity Centre has organised some family activities in the Lagoon during the last two weeks of July. A timetable is displayed outside the Activity Centre. Please note that children and young people attending these events must be accompanied by a parent/carer or member of hospital staff.

## CONGRATULATIONS - wedding bells...



*Fiona Preston*, who was married on 11th April.



*Edyta Skrzynska* was married on 13th June



*Gemma Needham* of Radio Lollipop, Wednesday nights got married last weekend



*Bart Sommerville*, Treasurer of Radio Lollipop was married on 6 May



*Kirsty Lowson*, from Scouts & Guides was married. They spent their honeymoon climbing in the Swiss Alps

## BBC documentary returns

BBC Two's BAFTA-nominated documentary, *Great Ormond Street*, returns for a third series starting on Tuesday 14 July, at 9pm. The new three-part series will focus on children with rare diseases, respiratory and neurological conditions and will once again follow doctors and families as they navigate life-changing decisions.

Hi Patti,

Just wanted to drop you a quick message to say what a lovely first day I had on squirrel. All the staff were friendly and welcoming and the babies were adorable, I had lots of cuddles all day. The staff also said how appreciative they are of the role as they don't always have time to comfort the babies when they cry or need attention.

Thank you for the placement, I'm going to love it.

Donna, GOSH Volunteer.

Just wanted to drop you a note to say a very big Thank You for volunteering at the PICU / NICU Past Patients Party.

Although numbers were down this year the families that did make it had a wonderful time.

It was great to see the patients looking so good and having such fun after going through such a tough time. Many Thanks

Lizzie Penn

Play Specialist

Respiratory and Intensive Care

## Quote of the Month

The Septo-Optic Dysplasia (SOD) group occurs twice a year and is an opportunity to offer a workshop for parents.

One of the major difficulties for families who have a child with SOD is finding someone to care for their child.

With the help of the volunteers, we have been able to successfully meet the needs of the children with SOD and their siblings, whilst their parents attend the educational teaching and workshop.

Without the volunteers, this would not be possible.

Tarryn Klotnick  
Social Worker

## 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 October. 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!**

