

# Volunteers

Gloucestershire Hospitals Voluntary Services



## Winter 2018 – Voluntary Services Newsletter

I hope this newsletter finds you well and managing to survive the cold winter months! It's hard to believe that we have already seen out the first month of 2018 but at least spring is on its way.

As you may have seen in the last newsletter in December we are working with our Learning and Development Team to ensure your annual training is more volunteer specific and delivered in a format that suits you. I would like to take the opportunity to say thank you to those of you who have completed our questionnaire. We will feedback your comments to the Learning and Development Team. The next steps will be to ask some of you to test the newly proposed E-learning material, again to ensure it is relevant to you and the role you undertake.

Your input is invaluable and if you have any comments or suggestions please don't hesitate to get in touch in the usual ways - Ext 6648/3451 or [ghn-tr.voluntaryservices@nhs.net](mailto:ghn-tr.voluntaryservices@nhs.net)

One of the changes we have made with training is to review how we record compliance (historically this has been complex and relating to some elements of the core training being annual and others every three years). This has now been simplified and should accurately reflect whether volunteers are up to date with their annual training.

The dates for this year's training have been finalised. In previous years we have asked you to book a session. In order to improve compliance we will contact those volunteers who, according to the training records report are, are overdue and ask you book into either of the following dates. **Registration is 0930.**

17 <sup>th</sup> May 2018	ROOM 3, SEC – CGH	0945 – 1115
24 <sup>th</sup> May 2018	LECTURE HALL, REC - GRH	0945 – 1115

If you did your annual training in the latter half of 2017 future dates will be made available later in the year for September and November 2018 to ensure you remain compliant.

If you are interested in training via E-learning please let us know and we can answer any questions you may have and make the relevant arrangements for you.

If you have only completed your training via E-learning you will receive an electronic reminder a few weeks before your due date. Any questions please contact us.

**Chaplaincy Volunteers** – please contact Katie, John or Nigel to book your dates.

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## Enhanced Mealtime Support Training

**Tuesday 20<sup>th</sup> March 2018 between 9.00am and 4.30pm**  
**Redwood Education Centre, GRH**

We have 20 places available and to apply for a place you must be available to volunteer on a ward at GRH or CGH either between 11.30am and 1.30pm or 4.30pm to 6.30pm at least once a week and this can include weekends.

The training programme includes practical exercises such as how to feed people, being fed whilst blindfolded, tasting a variety of foods including pureed food and a tour of the kitchen. Following the training you will be assigned to a ward and your competencies will be checked and signed off by a senior nurse or ward manager. These competencies will be reviewed on a six monthly basis.



If you can fulfil the commitment required for this role then please register your interest with Sarah or Emma (6648/3451) by **Wednesday 28<sup>th</sup> February 2018**.

## Car Parking

You may be aware that the Trust is considering many options regarding the ever challenging issues of car parking at our hospital sites. Two listening events with all staff groups have taken place over the past few weeks and as yet no decisions have been made to finalise any changes and how any of these changes may affect you as a volunteer.

A copy of the PowerPoint presentation is available upon request.

Please be assured that we have been working with the project team to ensure any changes will be minimal for volunteers. Just as soon as I have specific details or news to tell you I will get in touch. Updates will be sent via the usual communication routes, so please keep a look out at the signing in desks, the noticeboards and your emails. **Please note** changes are unlikely to be before summer 2018.

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**13<sup>th</sup> April 2018**

We have had a good response to the quiz so far but there are plenty more places available if you would like to join us for the evening.



We have now confirmed the booking of the village hall in Down Hatherley, Down Hatherley Lane, **GL2 9QB**

This is a free event and an opportunity for those of you who would like to get together in an informal setting. There will be tea and coffee available and you can “bring your own” drinks (alcohol or soft drinks) and snacks. There is no cost attached to this event, but we will run a raffle and donate proceeds to our hospitals charity. Start time is 6.00pm and there is plenty of parking. There are no regular buses that pass the village hall so if you would like to come along but have no transport we will do our best to see if one of your colleagues could give you a lift. Please let us know if you would like to book a space. **6648/3451**



**Since our last newsletter we welcome:**

Gill Browning	Outpatients – GRH	Eunice Parfitt	Ward Help, Alstone – CGH
Beryl Dudfield	Wayfinder, GRH	Carole Parker	Wayfinding – CGH
Andrew Embling	Therapist, FOCUS, CGH	Norman O’Connell	Phlebotomy OPD – CGH
Ellie Francis	Ward Help, Lilleybrook, CGH	Anna Oxbury	East Block – OPD – CGH
Emily Gibson	Maternity Unit- GRH	Nigel Sargeant	Wayfinding – GRH
Philippa Grant	Cotswold Radio & Cardiology	Michelle Scott	Paediatric Unit – GRH
Mumtaz Khalifa	Paediatric Unit – GRH	Graham Richardson	Health Records – GRH
Rhea Kingscott	Ward Help, 4a – GRH	Brian White	Befriender, 6a/6b – GRH
Laura McGowan	VSO office – CGH	Colin Willats	Wayfinding - CGH
Laura Michael	Ward Help, Ryeworth – CGH	Hannah Young	Maternity Unit – GRH

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## Gloucestershire Hospitals Voluntary Services



**Research** has shown there are significant health benefits to volunteers including improved quality of life, improved ability to cope with ill health, a healthier lifestyle, improved family relationships, getting out and meeting people and improved self-esteem and sense of purpose. Volunteering can be the gateway for young people who may be considering a career in a healthcare setting, and offering them the opportunity to

understand the day to day running of a busy, acute hospital. Volunteers learn new skills and they make a positive difference to our patients and staff.

Whatever your reason for volunteering we want to make it the best possible experience for **YOU**. Some of you have volunteered for many, many years and others, like me, are new in the world of volunteering.

I would like to ask each of you to tell me just one thing that would make volunteering here at our hospitals a better experience for you. We want to continually review what we are doing and how we could make that better for you individually and also for our patients.

**A MESSAGE FROM OUR COST  
IMPROVEMENT PROGRAMME  
PROJECT TEAM**

**Doing things better**  
Doing better things

***Doing things better: doing better things*** is our response to the current financial position that we find ourselves in. In ***doing things better*** we want to stabilise the current position, which, very rapidly will lead to us ***doing better things***. This is at the heart of our financial recovery plan, our roadmap, to guide us through this challenging period. Closely aligned to this programme is patient safety and quality. We firmly believe that by ***doing things better: doing better things*** we can positively contribute towards safety and quality standards while making essential savings. Our values will underpin and drive this commitment. You can find more information in the Outline Magazine.

We would like to enlist the help of our volunteers to support the Trust's Cost Improvement Programme (CIP). As volunteers you really are in a unique position to see a wide variation of hospital activities. Therefore, we would like to ensure we take action from any potential improvements you may like to see as a volunteer. If you have any suggestions or ideas you would like to put forward please email or post in the internal mail to: [ghn-tr.ideas@nhs.net](mailto:ghn-tr.ideas@nhs.net) or CIP PMO, [Riverside House, 22 College Baths Rad, Cheltenham GL53 7QU](#)



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## Worldwide Afternoon Tea Day 14th March 2018

As part of our celebrations for World Nutrition & Hydration Week (12th - 16th March) we need your help!

If you are a non-ward based member of staff or part of our volunteering team, help us to serve tea, cake & scones to our ward patients between 3-4pm on 14th March.

Come & enjoy a cuppa & some cake with patients & colleagues!

Contact Lis Wittin on ext: 5730, email [Elisabeth.wittin@nhs.net](mailto:Elisabeth.wittin@nhs.net) or Emma McDonald on ext: 6666, email: [emma.mcdonald3@nhs.net](mailto:emma.mcdonald3@nhs.net)

LISTENING

HELPING

EXCELLING

IMPROVING

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