

Volunteers

Gloucestershire Hospitals Voluntary Services

April 2018 - Voluntary Services Newsletter



I have now been in post just over a year and the time has flown by. Thank you for your continued support in helping me settle into this role, which has been both challenging and rewarding; challenging because there has been a lot to learn and rewarding because our voluntary service is growing every month as we find new wards and departments that benefit from the care of volunteers.

For example, over the past 12 months we have many more volunteers supporting our admin and secretarial teams. These roles are hugely beneficial not only to the teams themselves but ultimately to our patients as we help to turn around correspondence quicker than we perhaps would without a volunteer. Our pathology lab now has volunteers in a number of roles including helping out in stores, reception areas and even someone assisting with sterilising specimen pots. Departments such as a pre-assessment on both hospital sites have a volunteer putting together patient information packs which then allows staff to give more time for direct patient care. We are particularly delighted with a new role whereby wayfinding volunteers “roam” the corridors looking for lost patients and visitors. It is amazing how many they find and how easy they are to spot! It is the little things that make a big difference to a patient’s experience at our hospitals.

Since March 2017 a total of 70 new volunteers have joined our team and a further 23 candidates are either at the interview or induction stage of the recruitment process. Naturally we have volunteers who have left the service as they move onto university placements, secure employment, move out of the area or retire. Fortunately fewer volunteers are leaving than joining our team so overall our service is growing. We thank all our volunteers who have moved on for whatever their reason and appreciate the time they have given our trust, patients and staff.

Annual training – there are some places left on the next annual core training sessions.

Registration is 0930.

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

Can you visit patients on a casual basis?

We have received an increasing number of requests from relatives of patients who live out of the county to visit their loved ones when they can’t. We would like to set up a register of volunteers who we could contact on an ad hoc basis to be able respond to these requests. If you are in a position to be able to offer additional help please could you let us know and we will add you to our register. As and when we receive requests we would then ring you to see if you are able to offer a visit to a patient.

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Enhanced Mealtime Support Training

Last month we ran our first Enhanced Mealtime Support training for volunteers for a number of years. Nine volunteers spent the day learning about how they can help patients not only with feeding but also preparing and assisting patients getting ready for mealtimes with tasks such as hand hygiene prior to meals, opening cartons and packages, and ensuring patients have the appropriate cutlery or equipment required. This session was run by colleagues from our Speech and Language Therapist and our Dieticians. Volunteers learnt about the importance of nutrition and hydration, swallowing, the boundaries of the role and when and how to call for assistance from staff when needed. At these sessions volunteers participated in practical feeding exercises and how to document what patients are eating and drinking as directed by their nursing colleagues. The catering managers gave a tour of the kitchen, explained about the variety of meals available to patients and the food chain supplies, and we even had an opportunity to sample patient meals which completed the day's training session.

It was fantastic to see all volunteers actively participating during the course of the day and with the competencies being finalised they will be able to actively fulfil the role of an Enhanced Mealtime support volunteer. If you are interested in future training sessions please register your interest with Emma or Sarah.



WHAT THE VOLUNTEERS HAD TO SAY

I enjoyed the food testing of for puree & special diets

A real eye opener for me

I recommend the training as it is important for patients who can't eat and need help

The kitchen tour was fascinating

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GEM (Going the Extra Mile) Staff & Volunteer Awards - Monthly Recognition



You may have noticed the nomination forms on the noticeboards. This is an opportunity for all of us to regularly recognise, acknowledge and thank colleagues we work with whom we observe doing amazing things. This initiative is in addition to the annual staff awards. The trust would like to highlight the great work that staff are doing. Our executive team agrees you deserve to be publicly recognised and thanked for your achievements and service.

Maybe you know someone who's made a really positive difference to patients or colleagues, or they've gone the extra mile for someone during the course of their daily duties. We know that fantastic members of staff and teams exceed expectations every day, and many of them don't get the recognition they deserve.

- You can nominate both individuals and teams (note: we define a team as a group of at least three people regularly working together to deliver a service in the Trust) and find the nomination forms on the noticeboards located outside Fosters at GRH and near the Blue Spa at CGH. You can also nominate your volunteer colleagues.

Welcome

Andrew Carter	Health Records – GRH	Trevor Guthrie	Legal Services – CGH
Margaret Churchman	Cranham/LINC – CGH	Diana Jotham	Gallery Ward – GRH
Pat Collie	Oncology – CGH	Jane Keene	Delivery Suite - GRH
Tanya Cooke	Maternity – STG	Holly Maddox	Ward 4a – GRH
Emily Cochrane	Maternity – GRH	Grant Overbury	H&S – GRH
Mandi Colvin	Therapist – FOCUS – CGH	Natalie Payne	Therapist – FOCUS - CGH
Glenda Duirs	Cranham/LINC – CGH	Sandra Squire	Ward 9b – GRH
Barbara Epps	Ward 8b – GRH	Amalia Suica	Rendcomb – CGH
Meg Ferrige	Outpatients – CGH	Christina Vye	Outpatients – GRH
Helen Folliard	Ward 8b – GRH	Ben Wade	H&S – GRH
Sophie Graham	Maternity – STG		

Dementia Awareness Training for Volunteers

Please note the next training session is on Tuesday 22nd May 2018 at 0915 to 1045 at Sandford Education Centre – Room 1. To book a place please contact Emma or Sarah on 6648 or 3451.

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What's new?

We are currently working with the RNIB and Macmillan who are aiming to recruit and train volunteers to work within their respective service. The RNIB would like help from volunteers to support their Eye Clinic Liaison Officers (ECLO) in both GRH and CGH outpatient clinics. Volunteers will help provide information to patients regarding services that are available to them. Similarly Macmillan will be launching an information POD in the Atrium at GRH and will be looking for the assistance of volunteers to help run the POD. More information will follow once these services have been established.

Due to the fantastic stock of Twiddlemitts we have built up we are now also supplying our local ambulance service with these. I am pleased to say we issued a total number of 425 Twiddlemitts to our patients over the past 12 months. This is an amazing achievement and many thanks to those of you involved in this project. We are grateful for your continued support.

We have established links with several local organisations, schools and colleges to secure the help of more volunteers to help on our wards and departments. Some of these are shorter term placements (6 months). Nevertheless, this is still a positive contribution for the trust and gives people an opportunity to gain experience in a busy acute hospital setting.

Easter Eggs – Thank you



I have sent a huge thank you to Mr Norat for his very kind donation of Easter Eggs for volunteers. Hopefully you managed to see the notice and collect your Easter Egg? When Mr Norat donated eggs for all of our inpatients he also extended the gesture to volunteers as he and his family have always received such a warm welcome from volunteers and he wanted to acknowledge you for this and thank you. We do have some Easter Eggs left so if you haven't picked one up and would like one please pop along to the office.

QUILTING FOR – Neo Natal Unit

Chris Crane, Chaplaincy Volunteer, (second from the left) is part of a group of 12 quilters who have been busy making some super quilts. These have recently been donated to the Neo Natal Unit at Gloucestershire Royal Hospital.

