

Volunteers

Gloucestershire Hospitals Voluntary Services

VOLUNTARY SERVICES JUNE 2018 NEWSLETTER

Changes to mandatory training are on the way



As you may have read from previous newsletters and notices we have been working with our Education and Development team (Julie and Lucy) to provide a bespoke training package for volunteers, making it much more volunteer specific – things that you as a volunteer are likely to encounter and removing some things that you wouldn't necessarily get involved in. Many volunteers have already attended the shorter face to face sessions and several of you have taken the opportunity to move to the volunteer E-learning package.

A new method of training has been introduced which is to replace face to face training for volunteers from 2019. Therefore the two remaining face to face sessions for this year will be the last in the current format. We would like to encourage as many volunteers as possible to undertake the annual mandatory training via E-learning. The new E-learning has also been simplified into three modules:



Completing your mandatory training by eLearning is available to all Volunteers, and if you would like to start using this system please get in touch on **6648 or 3531**. To set you up on eLearning we send your email address and date of birth to the eLearning Team and they will provide you with a username and password to access the system via email. The eLearning package, Code of Confidentiality and Code of Conduct will all be waiting for you in your personal learning tree ready to complete. The package will take less than an hour and can be completed from home. For anyone who wishes to attend one of the remaining face to face sessions these will be delivered using the same eLearning package to introduce the workings of the system in advance and to demonstrate how easy it will be to complete. From 2019 onwards smaller face to face sessions will be available for those volunteers who do not have access to a computer, or would like to continue to have face to face training. These sessions will be organised and delivered by Voluntary Services.

2018 Face to Face dates – Registration 0930

11 th September 2018	LECTURE HALL, REC - GRH	0945 – 1120
20 th November 2018	LECTURE HALL, SEC - CGH	0945 – 1120

Volunteers

Gloucestershire Hospitals Voluntary Services

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 have 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. **Please contact us to add your name to our register if you haven't already.**

PLEASE SIGN IN EACH TIME YOU VOLUNTEER

We do really need you to sign in each time you come into the hospital to volunteer. It is important that we know when you are on site volunteering. It helps us keep up to date with who is coming in, alerts us to make contact with you if we notice you are not coming in and allows us to accurately declare how many volunteering hours the trust benefits from on a weekly basis.

The signing in points are:

GRH: Tower Reception

Atrium Reception

CGH: Pillars Reception

Oncology Reception

St Paul's (by the vending machine)

Dementia Awareness Training for Volunteers - MORE DATES ANNOUNCED

Tues 19 th June 2018	F2 – REC – GRH	0915 - 1045
Tues 25 th September 2018	F1 – SEC – CGH	0915 - 1045
Tues 20 th November 2018	F7 – REC – GRH	0915 - 1045
Tues 26 th March 2019	F1 – SEC – CGH	0915 - 1045
Tues 11 th June 2019	F3 – REC – GRH	0915 - 1045

Please contact the office to book your space on the usual numbers of 6648/3531



**British
Red
Cross**

The British Red Cross Out of Hospital resettlement service is looking for hospital volunteers who live in close proximity to Gloucester who have availability to accompany the BRC support worker when taking discharged patients home and providing assistance with resettlement. If you are interested we will put you in touch with the British Red Cross team.

Another Amazing Quilt

Lesley Parrish, one of our volunteers on Lilibrook Ward at Cheltenham, has made this amazing quilt and donated it to the hospital charity so that it can be auctioned to raise funds for the Cardiac Department.



Volunteers

Gloucestershire Hospitals Voluntary Services

Welcome

Kay Anderson	Ward 8b – GRH	Harendra Gohil	ED – GRH
Wendy Beresford	FOCUS therapist – CGH	Rachel Oldfield	FOCUS – Therapist – CGH
Clive Boxall	FOCUS – CGH	Noah Rowe	Patient Experience GRH/CGH
Sarah Bramley	Neonatal Unit – GRH	Rosanna Russell	Maternity Unit – Stroud
Paul Brookes	Wayfinding – GRH	Aneta Sosnowska	Ward 8b – GRH
Bernie Fisher	Health Information Room GRH	Garry Wheeler	ED - GRH



We would like you to join us for for this year's Long Service Awards. If you haven't yet booked a place please contact Emma or Sarah for further details and to reserve a seat.

We have to send the final numbers by Monday 18th June 2018 at the very latest so please get in touch by then.

Gloucestershire Hospitals NHS Foundation Trust

Volunteers' Annual Reception 2018

You are invited to join us for this celebration on

Thursday 19th July 2018

from 2.00pm until 4.00pm at the Best Western Hotel,
Gloucester Road, Staverton, GL51 0ST



Volunteers

Gloucestershire Hospitals Voluntary Services



Thank you

Coffee and cake afternoons were held during National Volunteers Week at Fosters Restaurant and the Blue Spa Café. A good time by all was had.



Volunteers

Gloucestershire Hospitals Voluntary Services



A message from Deborah Lee - our Chief Executive

I am delighted to have been asked to write an article for the volunteer's newsletter as it is important to keep in touch with you all and the wonderful contribution that you make to our organisation. It is also excellent timing having just celebrated another National Volunteers Week when I was able to convey that between you all you deliver more than 1,000 hours a week of care and support to our staff and patients – simply amazing! Whilst National Volunteers Week is a focused time to thank volunteers across all sectors for their incredible gift of time I want you to know that we appreciate you every day, every week, every month in each year. We have such a diverse group of volunteers with a variety of different life experiences but you all have one thing in common which is your willingness to give up your time to help others.

I am the first to recognise and acknowledge the challenging few years that the Trust has experienced from the financial challenge that hit us in late 2016 to the recent operational challenges of winter BUT increasingly we are surmounting these challenges and, with your help, are now firmly on our ***Journey To Outstanding*** (or ***J2O*** as its sometimes called). I hardly dare ask more of any of you, but with the help of your fabulous leader Sarah Brown, I'd be thrilled to hear what ***outstanding*** might look or feel like in the area that you volunteer – walking in the shoes of our patients, staff and volunteers is how we will truly understand what ***outstanding*** means for each of you. Sarah will be in touch to get your views and ideas.

Challenges aside, what we can rely on, what we know for sure, what is dependable is **YOU**. Our volunteers, our army of “red shirts” welcoming our visitors and helping staff and patients in countless ways, together with our chaplaincy volunteers offering support to staff, patients and their families whatever their beliefs, is one of the things that makes this Trust the best place I've ever worked!