

# Volunteers

Gloucestershire Hospitals Voluntary Services



## VOLUNTARY SERVICES

September 2018

## NEWSLETTER

### Forward

Welcome to the September voluntary services newsletter and a warm welcome if you are reading this for the first time. The purpose of this newsletter is to keep all our volunteers up to date with current issues both local to us and trust-wide. Your feedback is always welcome and if there is anything you would specifically like us to either focus on or feature please do let us know.

We continue to, frustratingly, work with our IT team to resolve the issue with emails reaching you. We are making progress but we still have not got to the root of the issue so everyone on email consistently receives electronic updates from us. Please bear with us and anything we do send via email is printed and posted on the noticeboards and at the signing in points.

### Training update

If you have been keep track of the changes to the way mandatory training is delivered we are pleased to tell you there has been a great improvement on the compliance. This has been due to a combination of the quality of our data, closer management and the introduction of the bespoke training package for volunteers. More and more people are undertaking E-learning and the feedback, largely, has been positive. We are collecting your feedback. The package will be reviewed on an annual basis and any suggestions or improvements to the package will be passed on to the Education and Development team for consideration. Some aspects of the training are compulsory and therefore we will not necessarily be able to change. If you have not yet tried E-learning and would like to give it a go – please let us know.

The next two face to face sessions will be run by Julie and Lucy from our Education and Development team. These sessions will be delivered using the bespoke package for volunteers in the format you will see if you were doing the E-learning.

### 2018 Face to Face dates – Registration 0930

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

### Dementia Awareness Training for Volunteers

Tues 25 <sup>th</sup> September 2018	F1 – SEC – CGH	0915 - 1045
Tues 20 <sup>th</sup> November 2018	F7 – REC – GRH	0915 - 1045
Tues 26 <sup>th</sup> March 2019	F1 – SEC – CGH	0915 - 1045
Tues 11 <sup>th</sup> June 2019	F3 – REC – GRH	0915 - 1045

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

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## Care Quality Commission (CQC)

You may be aware that our trust will be visited again next.... By our commissioners..... Waiting  
Deb

## Closed Facebook page



I have received a couple of suggestions from volunteers requesting the set-up of a closed Facebook page for volunteers. The idea is that this page could be used for us to post newsletters and other notices as an additional method of engaging with you all to maximise volunteers receiving our communications. It would be set up so only current volunteers could access the page and would be managed by the Voluntary Services Office. Is this something that you would use? Please let us know or if you have any other suggestions of improving our communications get in touch.

*Welcome*

Emma Bridge	Care of the Elderly Admin - CGH	Shaun Tarrant	Discharge Waiting Lounge - GRH
Jeni Craig	Cranham Suite – CGH	Jacob Thomson	Physiotherapy – GRH
Greta George	Ryeworth – CGH	Asif Tilly	Paediatric Admin – GRH
Joe Lake	Gallery Ward – GRH	Martin Tudor	Neonatal – GRH
Rachel Oliver	FOCUS Therapist – CGH	Deborah Turville	St Luke's Desk – CGH
Emma Richards	Paediatrics School – GRH	Chris & Ian Vout	Orchard Garden – GRH
Barbara Shaw	Ryeworth Ward – CGH	Ben Wade	H&S – GRH

*Thank you and goodbye*

Some of your volunteer colleagues are either moving on or retiring. **Anna Ford** and **Will Grant** have both volunteered for over a year and now heading off to university – both studying nursing and have found their experience both rewarding and enjoyable. We wish them well as they start their careers.

John Elliot, Pillars desk, Chloe George, Atrium desk and Brenda Vickery, Orthopaedic Outpatients at GRH are all retiring after total of 50 YEARS SERVICE! We wish you all a long and happy retirement, and our sincere thanks for your years of loyal service to our hospitals.

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## Long Service Awards – July 18

The summer brought about our annual thank you and long service awards occasion. This year's event was held at the Best Western Hotel at Staverton and proved to be a popular location, centrally located between the two hospital sites with excellent transport links. We were lucky to have been joined by both our Cheltenham and Gloucester MP's who spoke passionately and sincerely about the contribution you all make to our hospitals. We enjoyed a relaxed, although very warm, afternoon where volunteers had the chance to chat and to meet colleagues from other hospital sites. We've responded to those suggestions on how we might make it better next year but I thought I should share with you the very many more positive comments we received.

**Could not have been more successful, great opportunity to chat to other vols, nice and relaxed, quiz interesting, good fun, no need to change anything. Thank you all**

*Central location for all, good to catch up, refreshments just right*

**Really enjoyed catching up with old friends, thank you for all your hard work**

*Well done NHS you did us proud. Thank you for the wonderful things you do, thank you for the superb organisation of this event*

**Excellent choice of venue, accessible for Chelt & Glos volunteers, food very good, well done.**

*Great turn out, brilliant to see the VIPS and Emma and Sarah*

**Fantastic, wouldn't change a thing**

*Delightful afternoon, well-paced with the breaks*

*Relaxing social well run event*

**Food and atmosphere were excellent**

**Fantastic, wouldn't change a thing**

*Well organised as ever,*

*Well done Sarah & Emma and thank you*

**Great menu, excellent preparation**

**Lovely atmosphere, excellent, well done**

*Enjoyable afternoon*

*Enjoyed afternoon very much, quiz interesting*

**Thank you very enjoyable**



**Barbara Fisher – GRH – 25 years' service**



**Diane Inward – CGH – 25 years' service**

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## Orchard Centre Garden

A couple of days of large group volunteers have been helping to tackle the overgrown garden at the Orchard Centre, GRH. Following these efforts the garden has been improved so much and we are now at the stage where we have managed to recruit two volunteers specifically to look after this particular site. There is still a lot of work to do in our gardens across both sites so if anyone would like to get involved please get in touch. **Some before and after shots!!**



## Reunited – a happy tale

I thought this would be a great forum to share a story I recently heard about from two of our volunteers. .... Awaiting Ruth and Ann