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Glennie Derrick

Welcome to the Volunteering Newsletter

It is sometime since a volunteers' newsletter was last produced on a regular basis, so it's good to be back. When we developed our new Volunteering Strategy in 2012, one of the things we said we would do is to re-launch a quarterly newsletter as a way of keeping volunteers in touch with what's going. If you have any thoughts about the sort of information you would like to see in the newsletter, please contact Glennie or Lin in the Voluntary Services Department.

If you have any good ideas for a snappy title for this newsletter please send us your suggestions.

Message from Glennie Derrick, Voluntary Services Manager

Your dedication and hard work does not go unappreciated or unnoticed. A smile, listening ear and a helping hand are invaluable to those who are in hospital. 2012 was a really exciting and positive year for volunteering within University Hospitals Bristol Foundation Trust and we would like to welcome all our new volunteers who have joined us this year since developing a new Volunteering Strategy and speaking to department managers and matrons we are looking at new areas to place volunteers, if you would like to know more about any forthcoming volunteering opportunities please do come and see us in Voluntary Services and we tell you all about them.

Over the last month we have held several drop-in sessions where volunteers could meet the Voluntary Services team. We were really pleased that some of you came and had coffee and we were able to help with concerns a few of you had. In the future we are hoping to hold weekly 'drop-in' days, we will inform you all of dates and times.

Voluntary Services have now moved from the Education Centre to the Assembly Rooms in Trust Headquarters, hopefully you will come and find us in our new home.

Although we have lost volunteers over the last few months I am really pleased to say some of these volunteers are now working for the Trust and others are embarking on five years of studying and could be our next group of medical staff within our hospitals.

Lin and I would like to wish you all a healthy New Year. Thank you so much for all the time you give as a volunteer for the Trust.

Volunteering Newsletter

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Recognising Success Awards 2012

On Friday 23 November 2012 the Trust held an inaugural Recognising Success Awards, taking time to recognise all that is great about our staff and volunteers. There were more than 180 nominations throughout the Trust and it was really nice to see so many groups and individual volunteers were nominated by ward staff and Managers for the Volunteer of the Year. The award recognised a volunteer who has given their time and energy to help others and is singled out as an example of how volunteering can contribute to the overall aims and objectives of the Trust.



St Michael's maternity volunteers

On the evening two groups of volunteers were awarded 2012 winner of year - they were St Michael's maternity volunteers and the mealtime volunteers. Maternity volunteers show new and expectant mums and their birthing partners around our maternity hospital and feedback shows how much the service is appreciated. Mealtime volunteers



Mealtime volunteers

are drawn from a great variety of backgrounds and experiences and make an enormous difference to the patient experience and ensure wards are fully supported.



Gill Wilding (left) and Headstart (right) were both awarded Highly Commended Awards. Gill is a truly committed volunteer who has given up her time for many years supporting the Friends of Parents in the Bristol Royal Hospital for Children, supporting patients, their carers and families and staff members alike. Headstart are a great example of the critical role volunteers play in the psychological care and support that's a vital part of recovery for cancer patient's. The team focuses on the patient ensuring everyone is



Volunteers' thoughts

Hello my name is Jan and I have been a volunteer since early 2012. I needed to get myself back doing something worthwhile and find out if I was able to take on a job again after being off with illness for more than two years.

Helping with the mealtime programme gave me (and still does) a feeling of satisfaction, being part of a team and the confidence I needed to take that step for applying for jobs. I was given a lot of encouragement by the team, helpful suggestions and a reference. Being already in a working environment, showing that you are conscientious and capable goes a long way in helping you get the job you have applied for. You are able to use your experience as a volunteer in the interview which I believe gives you an added advantage.

It would have taken me a lot longer if I had not got this experience and support behind me, I would most probably still be out of work.

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Volunteering is so worthwhile, and it is needed widely within the hospitals. I would not hesitate to encourage anyone to take this up even for a few hours a week.

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Volunteering opportunities: are you interested in extending or changing your role or have you family or friends interested?

Mealtime Volunteers

Over the last two years the Dietetics Department in the Bristol Royal Infirmary have been recruiting and training volunteers to help patients at mealtimes. Hospitals can be a lonely and frightening place for many of our patients and for various reasons, some patients find feeding themselves difficult, which can have a detrimental effect on their wellbeing and may delay their recovery. Dietetics Department and ward staff can't stress how grateful they are and how having volunteers help at mealtimes can benefit our patients. If you are interested in finding out how you can help please contact Janette Brittan, dietetic assistant for food policy and mealtime



volunteer coordinator, on 0117 342 3006 or email Janette.brittain@uhbristol.nhs.uk

Volunteer Befrienders

WRVS and UH Bristol NHS Foundation Trust are working together to introduce a befriending service for people with dementia during their hospital stay in the BRI. Volunteers are vital to the goal of improving the lives of people with dementia. This role provides companionship, reassurance and comfort for a person with dementia. The role may suit you if you know about or are willing to learn about dementia and its impact on people, you have good communication skills, can show empathy and patience and are of a caring nature and are happy to volunteer in a hospital setting. If you can offer a couple of hours a week and would like to find out more about the role please contact Cathy Edwards, dementia project nurse – befriending scheme, tel: 0117 342561 or email catherine.edwards@uhbristol.nhs.uk

Volunteering at South Bristol Community Hospital

Funding has been given by Above and Beyond Charity for a period of 6 months for the Charity 'Goldies' to run 'Singing and Stretching Sessions' at the South Bristol Community Hospital. These sessions will take place on a Thursday afternoon from 1pm — 3.30pm, with a cup of tea being provided to all participants at the end of the session.

In order for these sessions to run, a team of volunteers needs to be recruited to assist the therapy assistant and Goldies facilitator running the session.

Volunteers will identify which patients would like to come to the sessions, along with any visitors who wish to join in. They will then help collect patients from the wards to the Day Room where the session will take place.

During the session the volunteers will facilitate the participation of the patients. At the end of the session the volunteers will assist in giving drinks to the patients, and returning those who want, to their bedsides. This will also be the first time groups have been run in the afternoon, with the specific aim of trying to engage relatives as well as patients.

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Training

Essential training for volunteers include Trust Values and An Hour to Remember. This training needs to be completed by the end of March 2013 there are lots of dates available speak to your manager to arrange or you can contact voluntary services on 0117 342 1530.

Invitation to Level One (Community Sighted Guide) training



I am delighted that Rick Allbrook from Guide Dogs Association for the Blind has agreed to hold two training sessions on Tuesday 26 March, to give volunteers an understanding of the emotional and practical consequences of being blind or partially sighted and the role of sighted guiding in increasing independence. Volunteers will be taught the skills to sighted guide, and will practice with other volunteers.

If you would like to join one of the training sessions please let Glennie Derrick know by contacting her on 0117 342 1530.

A big thank you to our oncology drivers

We are extremely fortunate at BHOC to have three voluntary drivers who between them work Monday to Thursday – Derek Flower, Don Caradine and Steve Osborne. Their day varies between driving nurses to Whitchurch Health Centre with all the chemotherapy to run much needed satellite clinics, delivering/collecting bags of notes to Weston General Hospital, Southmead Hospital and St Michael's Hospital and providing much needed transport to patients when hospital transport is unavailable.

I am sure that all BHOC staff and patients would agree when I say that the voluntary drivers are indispensable and do an amazing job. Many, many thanks to Derek, Don and Steve.

Tracy Zehtabi
deputy patient services manager

“the voluntary drivers are indispensable and do an amazing job. Many, many thanks to Derek, Don and Steve”

If you have any suggestions or comments about this newsletter, please contact Glennie Derrick on 0117 342 1530 or email glennie.derrick@uhbristol.nhs.uk