

VOLUNTEERS' NEWSLETTER

The newsletter for the volunteers of
University Hospitals Bristol NHS Foundation Trust

Issue 4 – March 2014

Welcome to the Fourth Volunteers' Newsletter

I hope you are all managing to enjoy some of the better weather we have had recently.

Inside the newsletter you will find details of the Trust's annual volunteers' thank you tea-party in June – invitations for which will be sent out shortly. Also, there is important information on what to do if anyone raises a complaint with you, or if you see anything within the Trust which causes you concern. Please do take a few minutes to read this.

Over the past few months we have been trying to update our records on volunteers. Thank you to those who contacted Voluntary Services after receiving a telephone message from us. We keep a record of contact details for volunteers, what training has been undertaken and the recruitment checks which were carried out. Any personal information we hold is for monitoring purposes only, so for example we know the overall age profile of our volunteers ranges from 17 years old to 87. One great reason, out of many, for celebrating our volunteers in June!

Judith Reed

Voluntary Services Manager

Keeping your volunteering details up to date

Are you receiving this newsletter, but you no longer volunteer with the Trust?

Have you received this newsletter through the post, but you have an email address?

Have you moved within the last 18 months and have a new address / telephone number?

If this is you, please could you contact Voluntary Services (0117 34 21530 / 21531) to update your details.



PLEASE READ



Complaints and Concerns

Most volunteers have contact with patients and visitors around our hospital sites. If someone raises a complaint with you, or you have a concern about anything you have seen within the hospitals, would you know the best way to help or have your concern dealt with?

Inside this newsletter is an article on what you can do. We've put it at the end of the newsletter, so you can detach the page to keep for future reference.

Information Governance & Confidentiality

Along with the newsletter, you will have been sent an Information Governance booklet. Information governance relates to the security of confidential information. Pages 9, 10, 11, 12 are pull-out pages – please answer the three questions, complete your name and details on page 12 and return to Voluntary Services, Trust Headquarters, via internal post. **This needs to be done please by ALL volunteers.**

Keep the date for the volunteers' annual tea party



Our 'thank you' tea party for volunteers will be held on **Thursday 26 June**, 2.00pm – 4.00pm in City of Bristol College, College Green Campus.

An invitation to all volunteers will be sent out in due course.

Also, in June....

National Volunteers' Week, 1 – 7 June 2014

Volunteers' Week is a national, annual celebration of the fantastic contribution millions of volunteers make across the UK – and it's taking place from the 1-7 June 2014.

We have booked a space in the Welcome Centre to have a display to show staff, patients and visitors about the different roles volunteers undertake in the Trust and the contribution they make.

Please contact Voluntary Services if you:

- have any ideas for National Volunteers' Week within the Trust;
- would like to spend a couple of hours 'manning' the display stand;
- would be prepared to share your volunteering experience within the Trust;
- have skills in producing an eye-catching display.

Making it easier to recognise volunteers

Above & Beyond, the charity that raises money for the Trust, has kindly supported the purchase of badges for volunteers to wear. These badges say 'Here to help' and will be sent out to volunteers over the next few weeks. If for any reason you don't receive one, please collect one from Voluntary Services in Trust Headquarters. When you are volunteering please ensure you wear your **red volunteer lanyard** with your photo card, along with this badge.



Information folders for volunteers

To help keep all volunteers informed of updates within volunteering, we are introducing information folders in the reception area of the Welcome Centre Bristol Royal Infirmary; St Michael's Hospital main entrance, and the reception desk at South Bristol Community Hospital. The folders will contain these newsletters, copies of the Trust's weekly Newsbeat and other information relevant for volunteers. These folders will be black and green and will be clearly marked. Folders will be in place from the beginning of May.

Volunteering Opportunities

If you would like to find out more about any of the opportunities below please contact Voluntary Services at volunteering@uhbristol.nhs.uk or 0117 34 21530 / 21531. We'd love to hear from you.

Welcome Centre, Bristol Royal Infirmary and Discharge Lounge

In the December 2013 issue of the newsletter we let you know about two new volunteering opportunities – the Welcome Centre, Bristol Royal Infirmary, and the Discharge Lounge. Recruitment was successful to both areas and we would like to thank the volunteers in these areas (new volunteers and existing ones) who have all settled in well and are helping patients, visitors and staff. There are a few places still available for volunteers, so if you are interested in finding out more please do contact Voluntary Services.

One-off / Occasional Volunteering

Thank you very much to those volunteers who have helped recently with some administration tasks and stuffing envelopes. It was much appreciated and we could not believe how quickly all the work was completed.

Hospital Carer Link Volunteer



Carers Support Centre
Bristol & South Gloucestershire

Voluntary Services and The Carers' Support Centre are working together to develop roles to support carers.

The Hospital Carer Link Volunteer would support wards / departments in identifying and signposting carers to the support available within the hospital, Carers' Support Centre and other organisations.

Could you spare some time to help with this please?

If you would like to find out more please contact: Rosie Puplett, Hospital Carer Liaison Worker – mobile 07557 441613 or via the Carers' Support Centre on 0117 9362562.

Urgent! Hospital Fundraising Volunteers needed now



An opportunity for one or more enthusiastic people to help Bristol hospitals charity, Above & Beyond, raise more money to make a real difference to patient care.

We are looking for volunteers who can give one or more weekday afternoons to help with the following tasks:

- Surveying the public outside our office in the BRI
- Data entry of survey responses
- Sending out thank you letters
- Distributing leaflets/posters in the hospitals

May suit a couple or two friends as you can do the surveying and leaflet distribution together – solo applicants are very welcome too!

Full training and support will ensure you are comfortable in this role.

More information is available here: <http://www.aboveandbeyond.org.uk/Hospital-Fundraising-Volunteer>

To apply, please contact Mel Cairns with a CV and covering letter indicating your availability, references and relevant skills and experience: melissa.cairns@aboveandbeyond.org.uk

We're also looking for office volunteers with administrative, design and/or writing skills to help in the fundraising department – we'd love to hear from you!

Volunteering Opportunities



We are absolutely delighted to announce that Above & Beyond, the charity for Bristol's city centre hospitals has been chosen by the Bristol International Balloon Fiesta as their charity partner for 2014 and 2015.

It's wonderful that this iconic event is supporting our city's hospitals which now treat some half a million people every year - the same number as visit the Fiesta. The partnership will help increase awareness as well as raise vital funds for Above & Beyond's Golden Gift Appeal.

We are looking for wonderful people to help us collect at this fantastic event which runs from 7th-10th August. To find out more about volunteering please contact jenny.sheriff@aboveandbeyond.org.uk or call 0117 927 7120

Lorna Clarke
Head of Corporate Partnerships
Above & Beyond

Training Opportunities for Volunteers

An Hour to Remember – 23 May 2014, 10am – 12noon In lecture theatre 2, Education and Research Centre

Many volunteers have contact with patients with dementia – such as volunteers on wards, reception desks, clinic areas, in the Discharge Lounge and the Welcome Centre.

An Hour to Remember covers the following topics:

- Being aware of people with dementia in hospital
- What is dementia?
- What is it like to have dementia?
- How can I help someone who has dementia?
- Tips to support people with dementia and their carers in hospital

Please do come along: To register your attendance please contact Voluntary Services (volunteering@uhbristol.nhs.uk; 0117 34 21530 / 21531)

Having difficult conversations – 3 June 2014, 9.30am – 12.30pm

Befriending patients is incredibly rewarding, but it can lead to volunteers having difficult or challenging conversations with them.

Some of the situations volunteers have been in include: patients wishing to talk about dying; those who have been in hospital for many months and are quite frustrated and angry; elderly patients calling for their parents or grandparents.

This session will give you more confidence of what to do and say in these situations. If you have any scenarios you would like covered during the session please let Voluntary Services know, ideally by the middle of May.

Please do come along: To register your attendance please contact Voluntary Services (volunteering@uhbristol.nhs.uk; 0117 34 21530 / 21531)

Using portering chairs to help patients move around the hospital

If you would like to be able to help patients by being able to offer to push them in portering chairs from reception areas to clinics or from wards to the Discharge Lounge, please let the Voluntary Services team know at volunteering@uhbristol.nhs.uk or telephone 0117 34 21531. We can let you know the dates for this training between now and the end of 2014. Training sessions last one hour and are held in the Education and Research Centre (opposite the main Bristol Royal Infirmary Welcome Centre).

Other training opportunities?

We hope you find the training that is offered to volunteers useful in supporting you within the Trust. If there are any topics you would like us to arrange a session on, please do let Voluntary Services know.

University Hospitals Bristol and the environment



One of the biggest effects of climate change will be on the health of people across the world, and yet the NHS is the largest public sector contributor to climate change in Europe. University Hospitals Bristol have committed to saving energy and reducing carbon emissions.

"If we all do a little, a lot will be achieved. So no matter how little time you have, just changing one action for the better will add to our collective success." James Rimmer, Chief Operating Officer

What action will you take today? The Big Green Scheme can provide information on travel, recycling, heating & energy, plus if you "want to take action to work greener". Please contact The Big Green Scheme by emailing thebiggreenscheme@uhbristol.nhs.uk

The Big Green Scheme has drop in sessions to enable you to meet with a member of the team to discuss any queries, issues or opportunities face to face. These drop in sessions will be held every last Wednesday of the month, from 1.30pm – 4.00pm in the Costa Café, Welcome Centre, Bristol Royal Infirmary.

If you have ideas for 'greening' volunteering please do let us know!

Break Free



Ready to STOP SMOKING?

**UH Bristol Stop Smoking Clinics
For patients, staff, volunteers and visitors**

**Wednesdays 1.00pm – 3.00pm, Room 3, Respiratory Department,
level 2, Bristol Royal Infirmary**

To book an appointment or for more information, please call
Smokefree Bristol on **0117 922 2255**

Nicotine products e.g. patches available on prescription



WHAT DO I DO IF SOMEONE WISHES TO MAKE A COMPLAINT OR IF I HAVE CONCERNS ABOUT ANYTHING I HAVE SEEN IN THE HOSPITAL?

Patients, relatives, carers, visitors making a complaint

Complaints can take many different forms, from a relatively straightforward concern that is raised informally and which can easily be addressed at the time, to a more complex complaint regarding a patient's care and treatment, which requires a formal investigation.

Complaints are received by post, email, telephone and in person and are the responsibility of everyone working at the Trust.

As a volunteer, you may be approached by a patient, relative or visitor who wants to make a complaint. This might be something simple that you are happy to deal with yourself or to pass on to a member of staff who is close at hand and able to help there and then. However, there may also be occasions when you are approached for help and need to direct someone to the Patient Support & Complaints Team.

You can direct enquirers to the team's office at the front of the Bristol Royal Infirmary Welcome Centre and, provided someone in the team is free, they will see that person straight away to discuss their concerns. Alternatively, people can contact the team on 0117 342 1050, by email to pals@uhbristol.nhs.uk or by writing to the Patient Support and Complaints Team at the BRI Welcome Centre, Queens Building, Bristol Royal Infirmary, Upper Maudlin Street, Bristol, BS2 8HW.

A supply of Patient Support & Complaints Team leaflets, containing contact details and other useful information, is kept on the main reception desk of the Welcome Centre and on all wards and departments.

The Patient Support & Complaints Team is able to provide the following help to patients, relatives, carers and visitors:

- Non-clinical information and advice;
- A contact point for patients who wish to feedback a compliment, or general information about our services;
- Support for patients with additional support needs and their families/carers;
- Complaints management.

If somebody wants to make a complaint, a Patient Support & Complaints Team officer will discuss with the complainant how we can investigate their complaint and the options available to them to address their concerns. We will also ask the complainant for their preferred method of response – whether in writing, by telephone or by way of a meeting with senior staff.

Please note that the team is not able to:

- assist with financial compensation claims for clinical negligence;
- take disciplinary action against NHS employees;
- provide legal or medical advice;
- help with complaints about private medical treatment.

Volunteers with concerns

If you have concerns about anything you see in the course of carrying out your volunteering duties, wherever possible please speak to a member of staff in the area in which you volunteer. By doing this, actions can often be taken quickly if necessary and the situation rectified. If you do not feel able to do this, please contact Voluntary Services on 0117 34 21530 / 21531 or email volunteering@uhbristol.nhs.uk so that someone else can take forward the concern on your behalf. Please remember that if you are emailing, emails from outside the Trust are not always secure, so do not include information about patients which can identify them.

Alternatively, you can raise a concern by telephoning 0117 342 4487, which is a confidential telephone line and you can remain anonymous if you wish. Please make it clear when calling that you are raising a concern. You can also email raisingconcerns@uhbristol.nhs.uk, again making it clear in your email that you are raising a concern. If you wish to remain anonymous please use an email address that enables you to do so. Concerns raised in this way will be passed to the relevant executive director.

Please do keep this information so you can refer to it at any time you need to.