

VOLUNTEERS' NEWSLETTER

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

Issue 10 – March 2016

Welcome to the March 2016 Newsletter

This year seems to be flying by, but it is nice to have slightly longer days.

There are some important developments in volunteering that we need to share with you, so I do hope you can spend a few minutes reading this newsletter. We are now holding monthly coffee/drop-in sessions and there is another focus group in June, so please do come along and let us know how you are getting on with your volunteering.

At the end of the newsletter is the new Code of Conduct for volunteers, which was agreed by the Voluntary Services Steering Group at its last meeting in February 2016. The Code reminds volunteers of the Trust's values and the behaviours and conduct expected whilst volunteering.

Many of you will have been aware that **Lin Burley**, Voluntary Services Administrator, has not been in the Voluntary Services' office for several months. For health reasons, Lin retired from the Trust last month. She had been involved with Voluntary Services for several years, and spent time on the BRI reception desk in the days before the new build and the Welcome Centre, and looked after the volunteers there. This was when the reception desk was solely managed by volunteers (it was a draughty place for volunteers then too!) If you joined the Trust more than six months ago, it's fairly certain that Lin will have supported your recruitment process or helped to manage the rota for your volunteering area. Lin gave me a great deal of support when I started in Voluntary Services for which I am very grateful. I am sure you will join me in wishing Lin all the very best for her retirement and being able to spend more time with her family.

With very best wishes,
Judith Reed

Message from Carolyn Mills, Chief Nurse

Over the last few months, there have been some important changes in our Voluntary Services in response to the findings of the independent review into matters relating to Jimmy Savile; for example, you may be aware that we have had to strengthen our requirements for volunteers attending regular refresher training. Another important change that I wanted to tell you about is that we will be **introducing a uniform for all our volunteers** – again, this is in response to the findings of the Savile review, to ensure that our volunteers are clearly identifiable within our hospitals. Whilst this is fundamentally about good governance, it will also help to make patients, staff and visitors more aware of our volunteer presence.

I thought it would be helpful for you to read some of the relevant extracts from the Savile review, so we have provided these on page 2 of this newsletter. I realise that much of the review makes for uncomfortable reading, but I hope it helps to explain the steps we are taking. The 'uniform' will be a bright green polo shirt with the word 'volunteer' embroidered on the front. You will still be required to wear your volunteer lanyard and identity badge. The Trust will cover the costs of providing these shirts and Judith will be in touch with you with more information over the coming weeks. I hope that the new uniform will encourage a sense of shared identity amongst volunteers and will raise staff awareness of the huge contribution volunteers make across our organisation.

Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile – an independent report for the Secretary of State for Health February 2015

Research by the King's Fund in 2013 found that across 166 acute trusts, there were around 78,000 volunteers offering their time at least once a month.

The report's authors visited several trusts and found that the 'traditional stereotype of the older, white, female volunteer [was] no longer accurate' and that 'volunteers were increasingly undertaking roles that involved closer interaction with patients'. Volunteering within UH Bristol has experienced the same changes.

The report does recognise the 'unusual nature of Savile's offending behaviour' but the authors went on to say 'we believe there is still a likelihood of other individuals, including those in charitable or volunteer roles, seeking to take advantage of the opportunities NHS hospitals present for committing abuses against children and other vulnerable people, or of using their engagement with NHS hospitals for the purpose of self-promotion or for gaining inappropriate influence.'

In terms of the management of volunteers, the report states 'Given the scale of the presence and the extent and nature of the work they do in hospitals,.....arrangements for managing volunteers, including the risks associated with their presence in hospitals, must be robust and command public confidence.' The report indicates that managing the risks associated with the work of volunteers requires 'robust recruitment and selection, appropriate training, supervision and management of volunteers'.

The supervision of volunteers within UH Bristol is moving towards being the responsibility of the manager of the ward or department where the volunteer is based. This is a pattern of change you will find in many other trusts. However, the report noted that 'Whatever the arrangements for supervising volunteers they could never be watched over all the time.' In response to this, the Trust feels that volunteers being clearly identified through the wearing of a uniform will enable all staff in each volunteering area, to be aware of our volunteers and to support them appropriately. We need to make it easy for staff to support volunteers – it is often difficult for staff to recognise volunteers; staff can work shifts or be working through an

agency, so despite volunteers coming in regularly, staff may only see them infrequently. The report authors found that ‘in organisations where abuse has taken place there has frequently been a lack of appropriate infrastructure: ...[including] on-going supervision.’

We also hope that by wearing a uniform this will raise the awareness of volunteers throughout the Trust, the benefits they can have enhancing patients’ experiences, and help volunteers receive recognition in their volunteering role. The latter was something many volunteers mentioned in last year’s survey that they found was lacking.

With regards to training, particularly safeguarding, the report states the following: ‘Many volunteer roles require volunteers to develop relationships of trust, confidence and friendship with patients and their carers. These relationships may lead to the sharing of information and concerns including some that might indicate abuse and other safeguarding issues. If such information and concerns are to be dealt with properly and not brushed aside, as was the case with concerns raised by some of Savile’s victims, volunteers should be given regular safeguarding training to ensure that they are equipped to identify safeguarding issues and to respond to them appropriately, including escalating matters to senior staff.’

The report also specifically mentions long term volunteers. ‘The Savile case clearly shows that being a volunteer over many years is no guarantee of a person’s suitability to undertake such a role.’ A former chief executive of a NHS trust pointed out that ‘hospital staff tend to place a greater degree of trust in long-term volunteers, which may heighten the need to ensure that such volunteers are subject to periodic checks.’ Currently there is no NHS-wide recommendation for periodic checks on longer term volunteers. The Trust however will continue with regular refresher training for all volunteers.

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In September 2015, you told us what you thought about volunteering, so what have we done in response.....?



Three key areas that came out of the survey and the subsequent focus group were the lack of recognition you felt, not knowing other volunteers, and the amount of refresher training and the need to attend training sessions in the Trust.

What have we done.....

- We've set up monthly drop-in coffee sessions so volunteers can meet with each other informally, as well as with Voluntary Services.
- We're working with the managers of the areas in which you volunteer to help improve the support you receive from your direct supervisors.
- We're looking at achieving a better balance between essential training (e.g. health & safety) and training which enables volunteers to make a real difference to patients and visitors, such as enhancing skills for supporting patients with dementia or handling difficult conversations. Where we can, some of the essential training will be done by workbook rather than in a face to face taught session.
- We're introducing a volunteers' uniform, so in addition to supporting requirements set out by the Savile Report (as explained by Carolyn Mills earlier in this newsletter), it will help all staff in your volunteering area recognise you, and will enable you to identify other volunteers.
- We've arranged another focus group for **Thursday 9 June 2016, 9.45am – 11.45am** in the Education Centre.

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Uniforms for volunteers

The Trust will be providing **all** existing volunteers and new volunteers with a green polo shirt to be worn at all times when volunteering within the hospital sites.

Many 'colours' have already been taken by various staff groups within the Trust, so a colour had to be picked that was clearly different from those worn by staff.

The polo shirt will have the word 'Volunteer' on the front left.

Volunteers will still need to wear their Trust ID badges and red volunteer lanyard

Volunteer Volunteer Volunteer

If you do not have a red volunteer lanyard, please contact Voluntary Services.

Volunteers should not be wearing any other lanyard when volunteering.

Polo shirts come in both men and women's fit, in the following sizes.

Men's – 37"(S), 40"(M), 42"(L), 44"(XL), 47"(2XL), 49"(3XL)

Women's – 34"(S), 38"(M), 42"(L), 46"(XL)

We will be ordering a range of sizes but if you would like to specify the size you would like please contact Voluntary Services by **Friday 15 April**. One polo shirt will be provided to each volunteer. If you regularly volunteer more than once per week, we can look at providing two polo shirts. Once we have received the polo shirts, we will be in contact again about getting them to you.



Voluntary Services Steering Group – feedback from the latest meetings

One of the purposes of the Voluntary Services Steering Group is to hear from the different voluntary groups who support our patients. During the course of the last year or so, we have heard from Bristol Hospital Broadcasting Service (see June 2015 newsletter for more information about hospital radio), the Scouts, Friends for Parents and the Chaplaincy volunteers in the Children’s Hospital, plus Radio Lollipop.

Code of Conduct for Volunteers

At the last meeting in February 2016, the Steering Group approved a new **Code of Conduct for volunteers**. Volunteers are asked to comply with the standards set out in the Staff Conduct Policy, which is provided to new volunteers when they start with the Trust. The Code of Conduct for volunteers highlights the key aspects of conduct specifically applicable to volunteers. The Code can be found at the end of this newsletter.

In addition, the February meeting of the Steering Group:

- Agreed the colour of the volunteers’ polo shirt uniform.
- Received an update on the actions Voluntary Services are taking in response to the volunteers’ survey.
- Heard about the initial discussions Voluntary Services are having with the University of the West of England about helping to evaluate the contribution of volunteering.
- Noted how many existing volunteers still needed to attend their refresher training as they had been with the Trust for three years or more.



Volunteer stories

One of the things you told us in the survey is that you would like to know more about other volunteers; their journey into volunteering, why they do it, and what they enjoy.

We have two stories this time. Firstly, Claire Streete, Medical Secretarial Services Manager for the Bristol Royal Hospital for Children writes about her journey from volunteering two days per week to her paid role in the Trust. Secondly, one of our current volunteers, Barbara, shares her experiences of volunteering within the Discharge Lounge in the Bristol Royal Infirmary.

Claire's story

“On 9 September 1996 I started my first assignment with Voluntary Services at what was then United Bristol Healthcare NHS Trust (UBHT). Little did I know that it would be my last volunteering assignment.....

I worked two days a week in the Hand Unit in the Bristol Royal Infirmary (BRI), undertaking reception/admin duties to assist the hand physiotherapy team. I really enjoyed the work and it gave me a purpose, other than being a full time mum, and the hours fitted in really well with my part time college studies.

Prior to registering with Voluntary Services I had worked with the Women's Royal Voluntary Service in the coffee shop in the Bristol Royal Hospital for Sick Children, on the top of St Michael's Hill. This fitted in nicely with studying at college, part time, and looking after my son. One of the ladies on my college course told me that she had signed up to be a volunteer at the hospital and she convinced me I should make an appointment to speak with Jenny Thorne, the Voluntary Services Manager at that time. I have to say I am so pleased that I took this step and I never imagined that it would lead to the post I now hold within University Hospitals Bristol NHS Foundation Trust.

The skills I gained working in the Hand Unit gave me the confidence to apply for permanent positions at the BRI. I applied for two posts; ward clerk and clinic prep/receptionist. I was delighted to be shortlisted for both. I attended the first interview and was pleased to be offered the post of clinic prep/receptionist (band two), working in the outpatient department on level four. I accepted the post, withdrew from the second interview, and then had to break

the news to my colleagues in the Hand Unit. The team were sad to see me go, but very pleased for me, as was Jenny (Thorne).

I really enjoyed working in outpatients and although it was a little scary at first, I soon settled in and began to love my job. I had already attended Trust induction for my voluntary post and undertook further training for my new job. Through the course of my work I learned there were many different departments/specialties within the hospital, how big the hospital was across the main Queen's Building, the King Edward Building and the Old Building. I got to know many secretaries throughout the hospital as I regularly visited them looking for the missing patient case-notes to prep for clinic. I also interacted with other departments such as the clinical coders. I learned how to create a new set of patient case-notes, what happens when a referral is received, how to retrieve test results, and also gained an appreciation of the work that nurses, medical records etc do, and the very important part we all play.

Following a close family bereavement I felt I could not continue working at UBHT and I applied for a position at North Bristol NHS Trust as a band two Medical Audio Typist. Working within the General Medicine Department I gained a vast knowledge of medical terminology. During this time I also undertook an Ilex legal secretarial course at college and the following year gained a qualification in medical audio transcription. After some time I applied and was offered a position as a Medical Secretary (band four) in Occupational Health back at UBHT. During my time in this post I also undertook the European Computer Driving Licence (ECDL) course.

After five and a half years in post I was ready for a challenge, possibly with some line management, but there were no opportunities at the Trust and I actually left. I regretted the decision soon after, but stayed in the post for twelve months as I thought it would not look very good on my CV. I registered with the Bank Office at UBHT (the Trust wasn't yet a Foundation Trust), and took up a post as a band four medical secretary in Paediatric ENT at the Bristol Children's Hospital. A year later I took up the post of Medical Secretary/Deputy A&C Manager, which incorporated my secretarial role. I line managed seventeen secretaries. After nearly six years at the Children's Hospital I was successfully appointed as Performance and Operations Manager in Clinical Genetics at St Michael's Hospital, a band five position. After thirteen months in post my dream job was advertised at the Children's Hospital. I

applied and was successfully appointed as Medical Secretarial Services manager, band six, at the Children's Hospital.

As I said, I never would have thought I could go from being a volunteer to a band six. When people ask me where I work I have no hesitation in telling them I work at the Bristol Children's Hospital. I am very proud of the NHS. Everyone has an important part to play in the Trust, regardless of their salary (and even if they don't get a salary)!"

Barbara's story

"I have been very fortunate to work in the Discharge Lounge since it first opened in September 2013. Even in this short time, there have been many changes including an extension and a new kitchen built in order for patients to be offered a hot dinner. We are able to offer a range of sandwiches as an alternative for those who aren't feeling very hungry.

The work in the lounge involves offering patients hot and cold drinks, transporting patients to and from wards or to their car in the nearby car park. Other tasks include going to pharmacy to collect medication that is ready to be collected or any jobs that need doing to help the staff. Occasionally, we may need to push a patient in a wheelchair to the shops on Level 2 in order to buy food to take home. Each week is different which makes the role interesting and enjoyable.

During this time, I have helped many patients and spent time talking with them. Some patients like to talk whereas others are uncomfortable or just tired and don't wish to talk. I can show them how to use the control to find a more comfortable position in order to relax or even have a sleep in their chair. Other patients are anxious in the hospital setting or worry about going home. A reassuring touch and spending time talking with the patient can make all the difference.

Recently, I felt very humbled when I spent time talking and listening to a gentleman who'd had a stroke. He was waiting in the lounge ready to be transferred to South Bristol Community Hospital for rehabilitation. He was finding it difficult coming to terms with the damage that the stroke had caused, particularly his speech. At times, he was struggling to pronounce certain words and to think clearly what he wanted to say. I gave him plenty of time to search for words or pronounce them and string longer sentences together. He gained in confidence and we were able to talk for some time. He said that this was the longest time

he'd spent talking with anyone since his stroke and he was very grateful for the opportunity. When he left by ambulance, it was a very moving experience so I had to busy myself as I didn't want him to see my tears. I really felt I'd made a difference to this man's experience within the hospital.

From time to time, patients come into the lounge who have dementia and need extra care. Sometimes the volunteers are asked to sit with a particular patient to keep them safe and make sure they don't try and wander. It is a great opportunity to talk with the patients about their interesting life in the past. I feel very privileged to be able to do this.

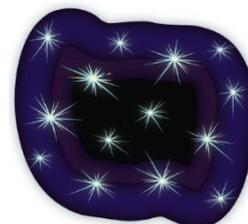
I have loved my role in the hospital as a volunteer and have also made many friends, both staff and other volunteers. It is a great opportunity to make a difference to people's lives and go that extra mile for somebody. Many patients are very grateful and enjoy their time in the Discharge Lounge."

If you would like to share your story, please do get in contact with Voluntary Services.

Watch this space.....



Radio Lollipop and University of West of England space rocket workshops.



Over the next few weeks, visitors to the Playcentre in the Children's Hospital on Wednesday evenings will have the opportunity to decorate shell components of space rockets. The students from the Medical Science Society and Space Exploration Society at UWE will take these away and put them together to make a rocket which will be launched into space.

UWE will be funding the project and will provide all the arts and crafts materials required. Patients and their siblings will also get to decorate the rocket passengers and their parachutes.

UWE will film the launch of the rockets, which will be put on the Radio Lollipop Facebook page for everyone to see.



Radio Lollipop Bristol Team has been nominated for the 'Not For Profit Organisations' Award at The Regional Awards for our services to the local community. Public voting for the awards runs until the end of April.

Please spread the word! You can vote for Radio Lollipop via:

<http://www.theregionalawards.com/#!/vote-not-for-profit-organisations/cwvx8>

Alzheimer's Society Magazine – Living with Dementia – February/March 2016

The Alzheimer's Society is running a campaign 'Fix Dementia Care', which is calling for improvements to be made in hospitals throughout England. In the Alzheimer's Society magazine at the end of 2015, there had been article about poor care in hospitals. Those of you who have attended induction in the last year will have heard either Lorna Hayles or Katrina O'Hagan, the Trust's Learning Disabilities Nurses, talk about the adjustments that can be made to ensure patients with learning disabilities have equal access to services within the Trust.

In the most recent newsletter of the Alzheimer's Society, there was a letter from Rosemary Clews, a family member of a patient who received treatment at University Hospitals Bristol.

“...I want to tell you about more recent experiences which have been very good. They concern my sister, who has learning difficulties and hates physical intervention. Two years ago she had cataracts removed at the Bristol Eye Hospital with the care of a team specialising in the support of people with learning difficulties. They so boosted her confidence and used carefully chosen anaesthetics that she enjoyed the experience!

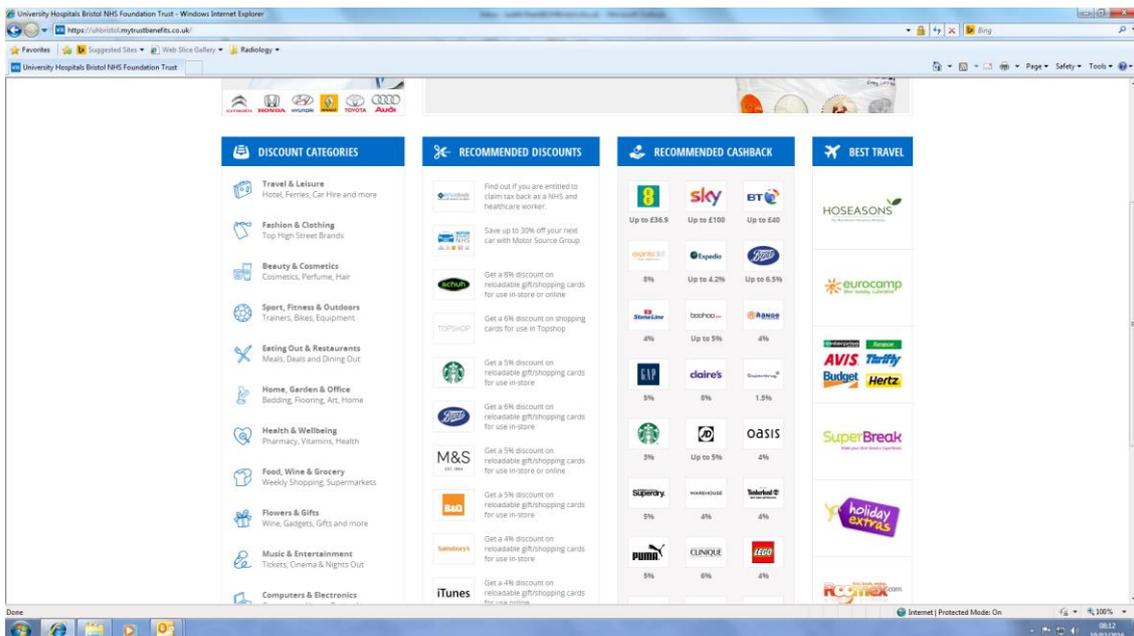
And a few months ago, she had treatment at the Bristol Dental Hospital which again was made a positive time by a similar team of specialists.

So, good care can be provided”.

DISCOUNTS

As a volunteer of University Hospitals Bristol, you can access a variety of discounts from a wide range of organisations. Go to <https://uhbristol.mytrustbenefits.co.uk/login>

If you don't have internet access, please telephone Claire Haley, Staff Benefits & Wellbeing Lead on 0117 34 23749





Big Green Scheme

Ideas for a greener 2016:

- Meat free Mondays (www.meatfreemondays.co.uk) or reduce eating meat to 3 times a week tops).
- Only eating sustainable fish.
- Not buying plastic bags at the supermarket.
- Walk/cycle/use public transport to travel to work at least once/week.

Also, try measuring your carbon footprint with the Sustainable Development Unit app (<http://www.sduhealth.org.uk/news/422/appy-new-year/>) to see where you can make savings, and find out how to drive your car more efficiently at www.energysavingtrust.org.uk

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Dates for your Diary

Coffee sessions – in the Deli Marche restaurant, level 9, BRI

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| Friday 15 April, 11.00am – 12noon | Wednesday 11 May, 2.00pm – 3.00pm |
| Monday 13 June, 11.00am – 12noon | Tuesday 5 July, 10.00am – 11.00am. |

Focus Group – following on from the focus group we held at the end of last year to explore some of the results of the volunteers’ survey in more detail, we will be holding another focus group on Thursday 9 June, 9.45am – 11.15am, in the Education Centre. More information to follow nearer the time.

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Code of Conduct for Volunteers

The Code of Conduct for Volunteers sets out the standards of behaviour and conduct expected by all those volunteering within University Hospitals Bristol NHS Foundation Trust.

The Trust's Values:

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

Respecting Everyone

- We treat everyone with respect and as an individual.
- We put patients first and will deliver the best care possible.
- We are always helpful and polite.
- We have a can do attitude in everything we do.

Embracing Change

- We will encourage all change that helps us make the best use of our resources.
- We learn from our experiences and research new ideas.
- We look to constantly improve everything we do.

Recognising Success

- We say thank you and recognise everyone's contribution.
- We take pride in delivering the best quality in everything we do.
- We share and learn from each other.
- We encourage new ideas that help us to be the best we can.

Working Together

- We work together to achieve what is best for our patients.
- We support each other across the whole Trust.
- We listen to everyone.
- We work in partnership.

Volunteers are expected to:

- Treat all individuals (patients, visitors, staff, other volunteers) politely, fairly and with dignity and respect.
- Carry out their volunteering role in a professional manner, within the parameters set out in the relevant volunteering role description.

- Participate in all training, which the Trust deems essential to the volunteering role, in a timely manner.
- Undertake their volunteer role at the times agreed with Voluntary Services.
- Inform Voluntary Services if they are unable to attend, giving advance notice wherever possible.
- Comply with University Hospitals Bristol NHS Foundation Trust policies and procedures, particularly in relation to confidentiality, patient safety, health & safety and infection prevention and control.
- Dress smartly and comply with the Trust's uniform policy and dress code.
- Wear the Trust's ID badge and lanyard, and any other uniform provided by the Trust, at all times when volunteering.
- Inform Voluntary Services when no longer able to volunteer and to return the ID badge, lanyard and any other uniform provided, on the last day of volunteering.
- Raise any issues or concerns relating to their volunteering role with the Trust's Voluntary Services Manager or the Named Contact of the volunteering area.
- Report any accidents or incidents whilst volunteering to the Trust's Voluntary Services Manager or the Named Contact of the volunteering area.
- Ensure they are fit to volunteer and not present themselves for volunteering in an unfit state (e.g. through alcohol or drugs).
- Show loyalty to the Trust, listening to any adverse comments from patients and visitors discreetly and either helping where possible or directing them to Trust staff or the Patient Support and Complaints Team.
- Foster team work with fellow volunteers and staff in their volunteering area.
- Ensure the safe, secure, efficient and economic use of the Trust's premises, property and equipment.
- Not engage in any political campaigning or lobbying on the Trust's premises.
- Be honest and truthful in their dealings with the Trust, and with patients, carers, staff and other volunteers.
- Be responsible for ensuring their comments or actions captured on social networking sites do not bring the Trust into disrepute.