

volunteers @ UHB

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The quarterly newsletter for volunteers at University Hospitals Birmingham NHS Foundation Trust

Inside this issue

Midlands Hospitals Choir Carol Concert	2
Criminal Records Bureau (CRB) Checks	3
Mandatory Training	4
Talking to Mark Burgess	5
Can You Help?	6
Volunteer Committee	7

Message from Kay Fawcett, Executive Chief Nurse.

Kay sent this message to all departments just before Christmas: we wanted to share it with you.

Dear All

I wanted to thank you all for your work throughout the last year. On my walks around the wards and departments in the last two weeks I have seen fantastic examples of the care and compassion to patients that make UHB an outstanding place to give and receive care.

I want to thank you for the efforts you continue to make to provide our patients and their families and friends with the care they deserve and for the support that you provide to one another.

As nurses delivering this care, or the support teams, managers and volunteers helping it to happen, thank you, I hope that you and your families have a peaceful and prosperous 2013.

Kind regards

Kay Fawcett, Executive Chief Nurse

“ Welcome to the first newsletter of 2013 and Happy New Year! What a beginning to the year we have had! The snow is beautiful to look at but it makes it very difficult to go about our everyday activities. Thank you to all of you who were able to get to the hospital to do your volunteering.

The New Year has seen some changes in the Voluntary Services Department and we now have a full team of staff. Joining Pat Wilson, Voluntary Services Manager, are Dawn

Roach who takes up her substantive post, and Louise Wood. Both join the team as Voluntary Services Co-ordinators. I am sure you will all join me in wishing them well in their new roles.

I hope you enjoy reading this newsletter and if you would like to contribute an article or feature in one of the 'Talking to...'; we would love to hear from you.

Best wishes.

Carol Rawlings

Afternoon Tea Got Quizzical

On Thursday 6th December 2012, about fifty volunteers braved a bitterly cold day to come to the Voluntary Services Afternoon Tea at Queen Alexandra College in Harborne. We were to have had a talk from Jeremy Brown, the Head of Emergency Operations Centres for the West Midlands Ambulance Service NHS Trust but, due to a sudden increase pressure on the ambulances, he had to remain on duty and so was unable to attend.

Carol Rawlings saved the day by setting a Christmas quiz and all the volunteers present put on their thinking caps to have a go at it. She had

quite a few people scratching their heads! There were two winners who managed to score over 20 on the 25 questions; which was a very good achievement. Some of the answers even resulted in impromptu carol singing!

As usual, Carol provided some chocolates for a free prize draw. There were 12 lucky winners! We also had a raffle, with donated prizes, which raised over £56 for Voluntary Services. Many thanks to all those who contributed to making the Afternoon Tea such a jolly occasion.

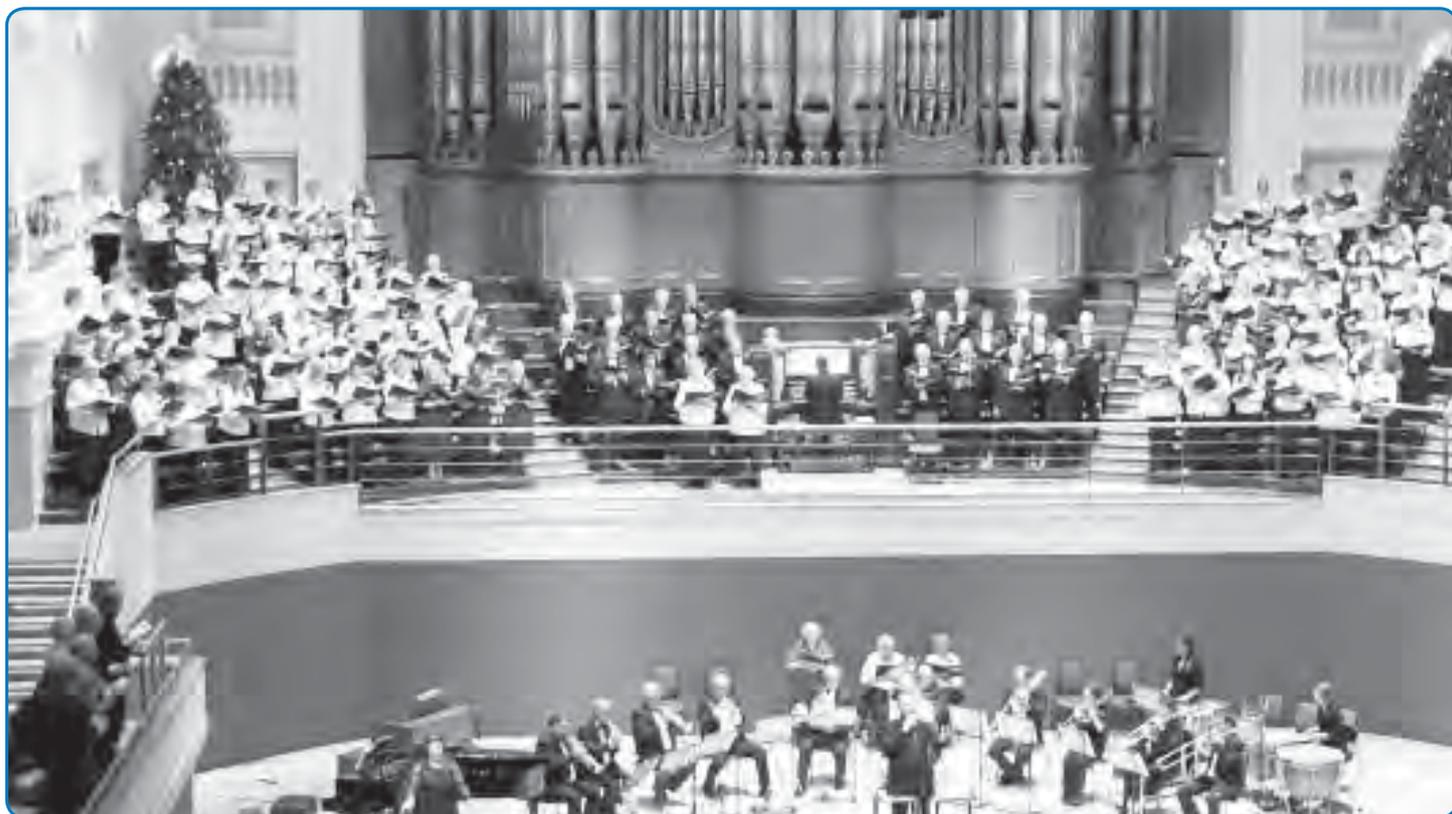
Sandra Haynes, Editor.

Midlands Hospitals Choir Carol Concert

Many thanks to all those volunteers who assisted at the Midlands Hospitals Choir Carol Concert at Symphony Hall on 11th December 2012. As always, it was a wonderful celebration of seasonal music and the audience enjoyed it tremendously. This year, one of the cancer patients from Birmingham Children's Hospital came on stage with

her mother and they both explained what a difference the CLIC Sargent charity had made to their lives. It was a truly touching experience. I am sure that you will be delighted to learn that the volunteers collected an amazing £3100.90 during the evening. Well done everyone who was involved in the concert!

The choir's next concert will be held on Saturday 23rd March at St Faith & St Laurence Church, Harborne at 7.30pm, in aid of CLIC Sargent. Tickets will be £9 and are available on the door. Volunteers are needed to sell programmes and to collect donations at the end of the concert.



**DATES
FOR YOUR
DIARY**

Thursday 18th April Afternoon tea

The next volunteers' afternoon tea will be on Thursday 18th April 2013. Registration will commence at 2pm outside Lecture Theatre 2 Education Centre for the speaker followed by tea in the Plaza Restaurant.

Volunteers

Voluntary Services Team: Internal number 53362; External number 0121 627 7847; or email voluntary.services@uhb.nhs.uk.

Criminal Records Bureau (CRB) Checks - How they affect you

Following the investigation of the allegations against Jimmy Saville, there have been a number of recommendations made by the CRB. One of them is to ensure that individuals are aware that they must report any offences, convictions, cautions, warning and reprimands that have happened since they started as an employee or volunteer.

The Criminal Records Bureau has now been renamed the Disclosure and Barring Service (DBS).

How does this affect me?

As you know, to become a volunteer at the hospital, you will have undergone a CRB check at interview. You will also have signed a declaration stating that in the event of a subsequent offence, caution, warning or reprimand, you

must inform the Voluntary Services Department. This is also reinforced when you came for your placement, and is part of the FAQ document you are given.

From July 2013 we will need to ask you to declare if you have had a conviction, caution, warning or reprimand in the last year. We will be adding this question to the contact sheets that we send out to you each year, to ensure we still have the correct contact details for each of you.

As with all the information we hold about you, this will be confidential, and held securely, and will not be shared with anyone who should not be privy to that information.

What will happen if I have something to declare?

Declaring a conviction, caution, warning or reprimand will not necessarily affect you being a volunteer at the hospital. It will depend on the type of offence and the risk it poses to our patients, visitors, staff and other volunteers. We have a procedure that we follow to ensure that it is fairly assessed and the appropriate decision made.

What will happen if I do not declare something?

One of our prime values is honesty. If you knowingly choose not to declare an offence which is later discovered by the Voluntary Services Team your volunteer role may be terminated.

If you have any questions please do not hesitate to contact the Voluntary Services Team.

Sighted Guiding Training

As you have probably seen during the course of your volunteering, the number of our patients and visitors who have some form of sight impairment is increasing. In order to better equip you to be able to effectively assist blind or partially blind people to find their way around the hospital, we have been running some Sighted Guiding training in conjunction with the charity Guide Dogs (for the Blind).

Some of our Welcomer volunteers have already attended a session and have found it really useful, not just whilst volunteering at the hospital, but out in the community as well. The sessions were run by a trainer from Guide Dogs however, Pat Wilson and Dawn Roach have now been trained as 'Practitioners' and are able to carry out the training.

Whilst we have previously only offered the training to 'front line' volunteers and staff who

are based in the Atrium and Outpatient areas, we are now extending the training for any volunteer who would like to attend. The sessions last for 2 hours and the course is the first stage of Guide Dogs 'My Guide' programme and will train you to be a 'Community Sighted Guide'

If you are interested in attending one of these sessions please contact Voluntary Services on 0121 627 7847 or email Voluntary.Services@uhb.nhs.uk.



MANDATORY TRAINING UPDATE – WHAT YOU NEED TO KNOW

We include regular mandatory training updates in the newsletter, to keep you all informed and aware of everyone's responsibilities. This time it is Health and Safety.

It's Just Common Sense Really!

How many times have you heard someone say 'You can't do that because of health and safety'? It seems to be used as a throw-away comment when all that is really needed is a bit of common sense. Most Health and Safety regulations, requirements and advice have been developed using common sense. For example:

- Painting white lines on the edge of steps in public places has prevented many accidents, particularly for those who have impaired sight.
- Putting a hazard label on substances that are poisonous or could burn the skin alerts us to a potential danger.

Some regulations have been introduced following research, an example being the use of seat belts in cars and vehicles. They have saved many lives and serious injuries. It is automatic for us to put our seat belt on when we get into the car now, we never really think about it.

In hospital it is just the same, we can find many examples of where health and safety has improved the care we provide to patients. Gone are the days that we would expect patients to share a bed (it really did happen in the 19th century), we use safe anaesthetics not a gauze swab with chloroform, and we all wash our hands when we are in patient areas.

There are many hazards in our everyday lives that we take into account as we go about our day. We do not put ourselves at risk, we avoid it by using our knowledge and understanding and our common sense. There are many potential risks in the hospital such as:

- Lifting, moving and handling items
- Chemicals and biological substances such as infections
- Violence and aggression from patients or visitors
- Slipping, tripping and falling
- Display Screen Equipment, e.g. computer screens
- Electrical and mechanical equipment

However, these only pose a risk if we do not take the necessary action to make them as safe

as they can be. If we are going to move an item we should make sure it is not too heavy for one person to lift and that we use the correct technique. If we see some water on the floor we make sure it is cleaned up so that no one can slip on it. It's all common sense.

So, what do you need to know about your role in health and safety?

There are five key messages that all of our volunteers need to be aware of:

1. The hospital has a legal responsibility (duty of care) to protect the health, safety and well-being of everyone who enters it. That includes patients, visitors, staff and volunteers.
2. You have responsibilities under Health & Safety legislation. You have a duty to take care of yourself and others. That means that you must not do anything that could put you at risk of harm, or put anyone else at risk.
3. Policies and procedures are there to protect our patients, visitors, staff and you. We all should do things the right way and not cut corners or ignore them. If you are unsure, ask a member of staff.
4. If you spot a problem let a member of staff know as soon as possible so that it can be dealt with. Examples could be:
 - If you see water on the floor
 - If you see bare electric wires
 - If you trip on a carpet
 - If anything is blocking a fire exit
 - If there is an obstacle in the corridor
 - If a fire door is propped open
 - If you see a broken chair/table
 - If you see someone tampering with something
 - If you see chemicals or drugs left in public areas
5. It must be reported immediately, if you have an accident, or you witness an accident or incident so that an incident form can be completed. We all learn from accidents and incidents and it helps the hospital to make any changes necessary to ensure the safety of all.

Remember, most of this is common sense.

**Keep safe and help keep our
patients and visitors safe.**

Talking to Mark Burgess...

Mark Burgess joined us as a volunteer in November 2012, and helps out in the Wellcome Short Stay Unit. The unit cares for patients who need minor surgical procedures, most of which are completed so that they can go home on the same day. Many patients come in early in the morning, so they have usually checked in when Mark arrives at 9.00am.

Mark checks with the Ward Sister/Nurse in Charge or Ward Housekeeper about what needs to be done. There are a range of tasks which he undertakes including greeting and welcoming patients and visitors and encouraging patients to complete the Patient Survey. This helps the hospital to find out how patients feel we treat them and to identify areas for improvement. This is vital and helps the hospital to keep its patients' needs at the

forefront of its services.

Mark helps to keep the ward tidy and replenishes hand gel, gloves etc. in the patient bed areas and runs general errands for patients and staff. He goes to the Pharmacy to deliver prescriptions for patients' medicines, and helps to check and replenish the stock cupboards. Under the supervision of the Ward Housekeeper he also makes up bags of the empty tubes for blood tests to assist the staff.

The Wellcome Short Stay Unit is busy, so Mark always finds plenty to do! One of Mark's tasks, along with the Ward housekeeper, is to search the hospital to find beds which have been removed from the Unit, but haven't found their way back! I didn't realise that bed herding might be part of a volunteer's job description!

Mark spends some of his time chatting to patients, especially those who feel in need of some company. He says "it's easy to tell who wants to chat and who doesn't and can help some patients to feel more relaxed if they have a friendly person to whom they can talk".

I asked Mark why he had become a volunteer and he said that he had received such good care here at the Queen Elizabeth that he wanted to give something back to make other patients' experiences better. Also, Mark had been inspired by one of our volunteers, who had chatted to him when he was a patient. So Mark may now be inspiring others!

Thank you, Mark, for being one of our volunteers.

[Sandra Haynes, Editor.](#)

Are you a ward-based volunteer who assists with drinks rounds?

If so, there is the opportunity for you to receive training on the new drinks trolleys. Sessions will be arranged over the next 2-3 months, so if you are interested, please contact Voluntary Services, so that we can reserve you a place.

Important information: ward telephone numbers are changing

In order to make it easier for external calls to get through to wards the direct dial phone numbers for wards have been changed. Ward based volunteers are asked to check the new numbers when you are next on the ward so that you will be able to contact them directly if you are not able to attend.

CAN YOU HELP?

Are you a dab hand with a knitting needle or crochet hook, or a whiz on a sewing machine, or could you visit a lonely patient who needs a chat, or maybe spare a couple of hours on May 20th to help out at a special event? If you have answered yes to any of these, read on.....

Darren needs you to get needed!

Can you knit or crochet? If so, Darren Pratley needs you! Darren sells tea cosies and other small knitted and crocheted items to raise money for supporting elderly patients. He already has some kind volunteers who make these items, but he could do with more. So, if you can knit or crochet, please get started now for the 2013 Dignity in Care Event where the items will be sold. It's never too early to put those knitting pins and crocheting hooks to good use! Items can be left for Darren with Sandra Haynes in Voluntary Services. If you would like to help, but don't have any wool or patterns, then give Sandra a ring in Voluntary Services any Tuesday on 0121 627 7847, or email her on

Sandra.haynes@uhb.nhs.uk

Sew far sew good!

Darren is also looking for anyone who's handy with a sewing machine to make some Zimmer Frame bags! The bags can be attached to the frames to carry patients' personal items.

Darren has been putting his needlework skills to use by running up the bags at home, but could really do with some help.

He is currently designing a bag, so instructions will be available. If you would like to help, then give us a ring in Voluntary Services on 0121 627 7847, or email us on Voluntary.services@uhb.nhs.uk

Fancy a chat?

Mr Smith, a patient from the far reaches of the West Midlands, was admitted to the hospital in December. His wife couldn't visit often because she had to keep their business going. Unfortunately, the rest of his family lived and worked in London, Scotland and Dubai and so he had no visitors. Mr Smith watched the other patients in his four-bedded room chatting and laughing with their visitors and became lonely, depressed and withdrawn. When his wife visited she noticed the change in him and discussed this with the ward staff. They had also noticed that he was quiet and withdrawn. Mrs Smith contacted Voluntary Services to see if we could help. We contacted a number of our volunteers and asked if they could pop and see Mr Smith and have a chat with him. We also asked the Chaplaincy Team to add him to their visits list.

Having someone to pop in once a day to chat with him, when his family couldn't, helped Mr Smith deal with the isolation and loneliness.

Mr Smith is not the only patient who does not get regular visitors. A number of our patients at our hospital are often in the same position and the Voluntary Services Team would like to help.

We would like to set up a Befriending Service, working alongside the Chaplaincy Team. This is in the early stages of development at present but if you would be willing to visit patients that are lonely and need a friendly person to chat with them please contact us.

We plan to set up a register of volunteers who would be willing to visit patients. If this is something you feel you could do, we would love to hear from you. If you would like to volunteer to help, please ring Voluntary Services on 0121 627 7847 or e mail Voluntary.services@uhb.nhs.uk

Got a couple of hours on 20th May?

The hospital is holding its Annual Research Showcase on May 20th in the Atrium and on the mezzanine floor of the new hospital. The aim is to demystify research, showing how it expands our understanding of injury and disease to benefit all patients. Thousands of patients every year take part in research, ranging from filling out questionnaires to receiving pioneering new drugs which could revolutionise treatment. Researchers from specialties across the hospital will be putting on interactive displays and short talks about their work.

We need volunteers to help out on the day, showing people where to go and to help members of the public who need more information. If you would like to volunteer to help, please ring Voluntary Services on 0121 627 7847 or e mail Voluntary.services@uhb.nhs.uk

Volunteer Committee - A Voice For Volunteers

Did you know we have a Volunteer Committee?

In June 2010 the Board of Directors agreed the three year strategy (plan) for volunteering and volunteers at University Hospitals Birmingham NHS Foundation Trust (UHB). The strategy sets out plans to further expand, develop and maintain Voluntary Services. The Volunteer Committee oversees the implementation of the strategy.

The remit of the Volunteer Committee is to:

- Ensure that the volunteer strategy is implemented
- Review progress against the strategy action plan
- Review the recruitment of volunteers, suitability and risk assessments of placements, evaluation of success, and the plan to expand volunteer opportunities within UHB
- Promote the role that volunteers have within UHB both internally and externally
- Review and revise the volunteer strategy and policy
- Ensure that the Trust vision and values are integral to all actions of the committee.

The committee was previously chaired by Governor, Shirley Turner and is currently

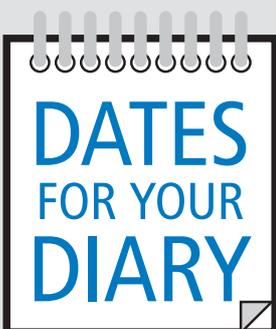
chaired by Sandra Haynes who is the Governor link for Voluntary Services.

What has the committee done in the last year?

In 2012 many of the processes in Voluntary Services were reviewed in order to streamline the recruitment of volunteers. We also reviewed the Problem Solving Guidance for volunteers, as well as completely updating the Volunteer Handbook. The committee were involved in all of these projects, reviewing documents, suggesting items to be included and checking that documents were easy to understand.

The committee also had discussions regarding the venue for the annual awards ceremony, ideas for afternoon teas and planned the 'Volunteers Week' event in the Atrium in which we raised over £2,000 for Voluntary Services. Committee members also bring other items to the meetings, either things they have seen themselves or suggestions, comments, concerns that other volunteers have passed on to them.

So you can see that we have volunteer input in everything that we do. We will include regular updates about the Volunteer Committee in future newsletters.



Summer Dinner and Long Service Awards Ceremony – 5th June 2013

We have listened to the feedback we have had about the venue and arrangements for our annual long service awards. This year, instead of an afternoon tea at the Botanical Gardens, we will be hosting the long service awards at the Clarendon Suite on the Hagley Road, from 4.30pm to 7pm. There will be a two course dinner, followed by coffee as we conduct

the awards ceremony. The event will be attended by Dame Julie Moore, Chief Executive, and Sir Albert Bore, Chairman of the Trust.

As with last year, we will be inviting you to bring a guest with you. The event will be free for volunteers but guests will be required to pay for their meal.

Letters and emails will be sent to all volunteers in March with details of how to book your place.

Awful jokes to make you groan!

Velcro -
what a rip off!

I used to be a
banker, but then I
lost interest.

A cartoonist was
found dead in his
home. Details are
sketchy.

I tried to catch
some fog, but I
mist.

I did a theatrical
performance about
puns. It was a play on
words.

When chemists
die, they barium

Broken pencils
are pointless.

I got a job at a
bakery because I
kneaded dough.

I know a guy who's
addicted to brake
fluid, but he says he
can stop any time.

I changed my iPod's
name to Titanic.
It's syncing now.

Haunted French
pancakes give
me the crêpes.

I'm reading a book
about anti-gravity. I
just can't put it down.

Venison for dinner
again? Oh deer!

This girl said she recognized me
from the vegetarian club, but I'd
never met herbivore.

I stayed up all night
to see where the sun
went, and then it
dawned on me.

What do you
call a dinosaur
with an extensive
vocabulary? A
thesaurus.

They told me I
had type-A blood,
but it was a
Type-O.

volunteers@QEHB

Voluntary Services Team: Internal number 53362; External number 0121 627 7847;
or email voluntary.services@uhb.nhs.uk.