

volunteers @ QEHB

Issue 23
Summer 2013

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

Inside this issue

| | |
|--|---|
| Volunteers raise awareness | 2 |
| Volunteers help to support Dignity in Care | 3 |
| Talking to Robert Breakwell | 5 |
| Back care awareness | 6 |
| Training update | 7 |

Could you help some more?

We are trying to increase the impact of volunteers at the hospital, so could you spare a bit more of your time to help us? If you have been attending regularly for more than 3 months you would be eligible to increase your 2 hour shift to 3 or 4 hours on your usual volunteering day. Or you could do an additional shift of 2-4 hours on a different day. The additional shift doesn't have to be in the same department; you could try something new!

If you are interested in doing more hours, please email us at

Voluntary.Services@uhb.nhs.uk or ring us directly on 0121 627 7847.

Thank you!

“ Who would have thought that March 2013 would be one of the coldest since records began, or that there would be a blanket of snow still covering the Spring flowers over the Easter holiday? Let's hope it starts to warm up now so that the blossom can make an appearance and we can all shed our winter woollies.

Since our last newsletter, a great deal has been happening in Voluntary Services. We have been doing some 'Spring Cleaning' of some of our processes in the department. The induction for volunteers has now been streamlined so that it can be completed in half a day. We are also looking to holding it at the weekend to make it more convenient for those that have work or caring commitments during the week.

It will be National Volunteer Week from 1-7 June 2013

Swelling the ranks!

By March 2014 we want to increase our number of volunteers by 250 and need your help!

Perhaps you are a member of a community group. Would your group be interested in hearing a talk about the new hospital and the valuable contribution our volunteers make. If so, please contact Voluntary Services with details of who we would need to speak to in order to arrange a talk.

Do you have a neighbour, friend, relative or colleague who could

and we will be having a fundraising event during that week. There will also be a stand in the Atrium of the QEHB to raise the profile of volunteering across the hospital and with patients and visitors. We are holding the Annual Awards Celebration during the week to mark the fantastic contribution you all make to the experience of our patients and their families. It would be great to make this the biggest event we have held and you are all invited to attend to help us celebrate. You will already have received a separate mailing about the Celebration to be held on 5 June at the Clarendon Suites, Edgbaston. This is bound to be a popular event, so don't forget that the closing date for returning your form is Wednesday 8 May.

Best wishes.

Carol Rawlings

become a volunteer? Please explain to them how much of a difference they could make to patients, their families and staff here at the hospital and how much their help would be appreciated. Then ask them to register their interest online at: <http://www.uhb.nhs.uk/volunteers.htm> or by calling 0121 627 7847.

You could make all the difference to us achieving our goal!

Volunteers raise awareness

Thursday March 14 was World Kidney Day and saw volunteers and staff hosting stands in the Atrium to raise awareness of kidney disease and how we can all look after our kidneys

The day was a double celebration as the Trust's Kidney Patient Association was celebrating its 35th Anniversary. The Association provides support for patients facing kidney disease as well as raising funds for the renal unit. They were also celebrating the 45th Anniversary of the first kidney transplant to be carried out at the hospital.

Volunteers from the Renal Support Group, as well as the Kidney Patient's Association, celebrated with cakes which were also distributed amongst patients and staff in the Renal Outpatient clinic.

Members of the public helped themselves to information leaflets on renal disease and organ donation.



The hospital is hoping to do more to raise awareness of organ donation and the need for more donors by having regular stands in the Atrium and outside the Plaza

Restaurant. We are looking for volunteers to assist with this on a regular weekly basis.

If you are interested in helping please contact Voluntary Services.

Congratulations to the 'Shuttlebug'1 year old!

The 'ShuttleBug' celebrated its first birthday on 2 April at a naming ceremony and revealed its new logo

Thanks to our dedicated team of drivers it has operated in all kinds of weather and we can proudly announce that it has assisted over 14,000 patients and visitors to make the trek between Car Park A2 and the QEHB entrance.

Several volunteers suggested names for the buggy which were short-listed down to three. The drivers then voted for their favourite, 'ShuttleBug', which had been



suggested by volunteer Jackie Henderson.

Jackie came along for the 'naming ceremony' and

received flowers and a voucher.

Well done to all our drivers and Happy Birthday ShuttleBug!

Volunteers help to support Dignity in Care

Many volunteers will know Margaret Harries, the Lead Nurse for Older People at QEHB, and Darren Pratley, the Activities Co-ordinator. At the 'Later Life Conference' in March, Margaret told other health care professionals about the steps being taken at QEHB to promote Dignity in Care.

Margaret informed conference members that two thirds of patients are aged 65-plus and a quarter of them will have dementia and are susceptible to falls, dehydration and malnutrition. Margaret explained that this situation is very different from when she started nursing, when only a handful of patients were acutely confused as the average age was not so high.

Margaret and her team have pioneered a more proactive approach to the nursing of older patients. She said: "We are actively promoting dignity in care. Our staff are very clear that there is a Board to Ward support for dignity. The staff are aware that we want to know if there is undignified care and we want to do something about it."

Margaret paid tribute to the contribution made by volunteers in promoting the Dignity in Care agenda. She said: "We have been welcoming volunteers. Their skills so enrich the patient experience. They have really transformed meal times, providing a social setting, encouraging people to sit down and eat and drink from

china cups and saucers, even those who were previously refusing drinks and food when isolated. We are away from those institutional approaches where people were given a spout beaker just because they were old."

Darren Pratley, the Activities Coordinator, directs trained volunteers to support the care, especially of patients with dementia and delirium. Darren has put together a stimulating mix of activities for patients, including books, games, puzzles, touch screens, i-pads, visits from theatre groups and musicians from the Birmingham Conservatoire. Volunteers help to encourage and stimulate the patients, so well done to our volunteers!

Would you like to join our team to help staff improve how they care?

Would you like to join our team to help staff improve how they care?

As a member of our Patient and Carer Council you would be part of the team of volunteers who work with our staff to look at how we provide care and plan how we can improve it. You may be tasting food from the patient menus, or talking to patients on

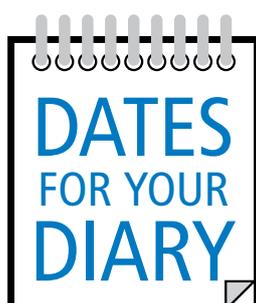
a ward, or doing a visit with one of the Matrons as part of a 'Back to the Floor' visit to a ward or department. You could be asked to look at a patient leaflet to see if it is easy to understand or do a 'Mystery Shopper' visit to a department to test the reception staff.

Our members are involved in a range of activities to help us to

improve the experience of our patients and their families and we need more people like you to help us.

If you are interested in coming along to one of our meetings to find out more please contact Carol Rawlings at

carol.rawlings@uhb.nhs.uk or call 0121 371 4957.



Monday 30th September Afternoon tea

The next Afternoon Tea will be held on Monday 30 September from 2.30pm until 4.30pm in Cellar Restaurant, Nuffield House. Put the date in your diary now!



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



'Open for Business'

We are proud to announce that QEHB is now 'Open for Business' in relation to the 'My Guide' scheme. This is the name of the scheme run by Guide Dogs for the Blind to assist blind and partially-sighted people.

Voluntary Services manager Pat Wilson and Coordinator Dawn Roach are now qualified 'My Guide' Practitioners and able to train volunteers and staff in sighted guiding.

To be endorsed as 'Open for Business' at least 20% of front line staff (in this case, volunteers) need to have completed the 'My Guide' level

1 Community Sighted Guiding Training.

The majority of our Welcomers, some Outpatient Department volunteers and most of our reception staff in the Atrium have now been trained.

We are now extending the training for any volunteer who would like to attend. Patient and Carer Council volunteers will automatically be invited to one of the next training sessions. The sessions last for 2 hours and the course is the first stage of Guide Dogs 'My Guide' programme which trains each participant to be a 'Community Sighted Guide'

Achieving the 'Open for Business' certification is extremely important for the hospital as it reinforces the Trust's commitment to 'Delivering the Best in Care' to all of our patients. It confirms that QEHB is capable of providing appropriate sighted guiding assistance to blind and partially sighted people, as well as acknowledging that the hospital is suitably accessible.

If you are interested in undertaking this training, please contact Voluntary Services on

Voluntary.Services@uhb.nhs.uk
or 0121 627 7847.

Claiming travel expenses



Voluntary Services are still receiving many queries regarding claiming travel expenses, so we thought it timely to remind you of the correct procedure.

It is possible to claim travelling expenses to and from the hospital for your volunteering. You will need to keep your bus or train tickets. We pay

personal mileage (not taxis) at the standard NHS rate of 24p per mile, for the shortest route from your home to the hospital according to AA Route finder.

Expenses must be claimed from the individual ward or department where you volunteer at the end of each month.

Tickets or mileage should be submitted to your supervisor on your last shift of the month. If you are not in on this date, it should be the first week of the following month. You must not allow expenses to build up for more than one month as they may not be honoured.

It is important that you sign in and out when you volunteer.

This enables the person in charge to verify that you were volunteering on a particular day so that they can complete a petty cash form for you.

Voluntary Services are not authorised to pay out expenses from wards or other departments' budgets so we cannot complete the forms for you.

Expenses can then be collected from the Cashier's Office, located on Level 0, QEHB.

Please make a note of the procedure, and follow it carefully, so that your expenses can be paid in a timely fashion.

Many thanks!

Talking to Robert Breakwell

Robert became a volunteer in September 2012 and was placed in Imaging, the department where X-rays, scans and other 'images' are taken. He became a volunteer almost by accident. Robert said: "I was reading a book on the Royal Army Medical Corps from its beginnings to the present day. Selly Oak Hospital was mentioned and I decided to look at the website. I progressed to the QEHB site and the link to volunteering was on it. I found the information very interesting. I decided then that this is where I would like to volunteer. I had already decided that when I retired I would like to do some type of volunteering but I was not sure what I would do. So I was quite fortunate to come across the website."

Robert said that a typical session involves greeting

people and showing them to the various parts of the department. He ensures that they have the correct forms to fill in and helps them to fill in the forms if they are not able to do so themselves. Sometimes, Robert escorts patients to other departments outside Imaging.

Robert said: "I like being a cheery face for patients and visitors who may find coming to the hospital a bit stressful. I enjoy being part of a very good team of dedicated professionals who have accepted me as part of their team. They appreciate what I do and, in turn, I find pleasure in being able to help them in my own small way. I also find satisfaction in helping patients who come in looking a little lost or confused. I see them to their destination and they thank me for the help I give them. That is much more

rewarding than any financial consideration."

When asked why he likes volunteering, Robert said: "When I go home I feel that I have done a good job and been useful. The staff always thank me for my help and that means a lot to me. I am happy to continue in this role until the day comes when I am not able to." He added: "I would strongly recommend volunteering to anyone as it gives one a useful role in life and this applies in particular to the caring profession. When people come into hospital, some may feel uneasy or vulnerable and a cheery face and a little chat goes a long way to helping them feel more comfortable."

Thank you, Robert
keep up the good work!

Sandra Haynes, Editor.

Could you be a mystery patient?

Are you or a member of your family a patient at QEHB?

If so would you or a member of your family be prepared to provide our Patient Experience Team with some feedback after your visits?

The feedback may highlight the things that went well and those things that we could have done better. Our aim is to use the feedback we receive from our patients and the public to continually improve the care and services we provide.

Patients are invited to provide feedback as often as they would like. This may be after each visit to the hospital, after each series of visits or as often as they feel able to. Feedback can be given by email, telephone or letter and any information provided will remain completely anonymous.

If you or a member of your family are interested please contact the Patient Experience team for more information and guidance on the points to consider when providing feedback.

patientexperience@uhb.nhs.uk or 0121 371 4491

Back Care Awareness – Make sure you take care of your back



Be back care aware

Why should you be back care aware?

- Back pain is the most highly reported health problem
- Back pain affects around 40% of UK adults
- Back pain affects both a person's work life and home life
- A lot can be done to maintain a healthy back

Risks to your back

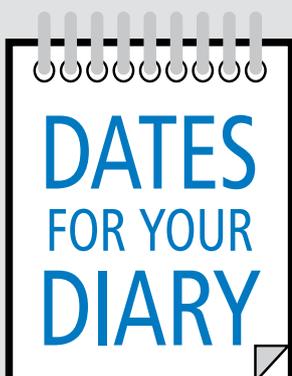
- Repetitive movements – doing the same activity again and again
- High impact or sudden jerky movements
- Holding one position for long periods of time (fixed posture)
- Twisting
- Uneven loading e.g. holding more weight in one hand than the other

Keep a safe posture when lifting

- Stand upright, shoulders relaxed so your back is a S-shape = safe
- Hold your head up
- Have a suitable working height between your shoulder and knee
- Work close to your body, don't stretch
- Move your legs, don't stay in one position for long
- Stand square on to your work, don't twist

Tips for maintaining a healthy back

- Consider your back while doing work and leisure activities
- Change tasks regularly
- Take several short breaks instead of one long break
- Keep active for general health if you are recovering from back pain / injury (unless otherwise advised by your GP)
- Shift your position frequently
- Maintain a safe S-shape in your back when doing any tasks
- Change between lighter tasks and heavier tasks regularly.



National Volunteers Week 1 - 7 June 2013.

We will again be celebrating volunteer's week during the first week of June. As we are now looking to increase our number of volunteers we will require assistance with giving out leaflets and telling people the kinds of things our volunteers do.

Annual Awards Celebration - 5 June 2013.

at the Clarendon Suites, Edgbaston. The closing date for returning your form is Wednesday 8 May. If you have not received an invitation please contact Voluntary Services. Come and help us celebrate!

TRAINING UPDATES

In this edition we have provided an update on Equality and Diversity and on Being Back Care Aware. Please take a few minutes to read through the information provided. If you have any questions please contact the Voluntary Services Team

Equality and Diversity

At QEHB we believe that it is important to be equal and fair to everyone and prevent unfair discrimination. We live in a diverse society and we all need to be valued for who we are and what we bring to our role as volunteers.

Why is Equality and Diversity important to us at QEHB? Well, our objective is to create a culture where we put our patients first by putting into practice the values of respect, responsibility, honesty and innovation.

Equality is about providing equal and fair treatment to patients, staff and other volunteers. It also means challenging unfair treatment wherever it happens, and whenever we see it. We must all prevent unfair discrimination whilst on Trust premises.

Diversity means that we are all different, and we should value difference, rather than being afraid of it. We all have the ability to make a valuable and valued contribution to the UHB.

Discrimination occurs when one person is treated less favourably than another under the same circumstances because of their:

- Age
- Disability
- Gender
- Race, including national identity and ethnicity
- Religion or belief
- Marriage and civil partnership
- Pregnancy and maternity
- Gender re-assignment
- Sexual orientation
- Social deprivation

Bullying and harassment are unacceptable and will not be tolerated. Often, people don't realise the impact that their behaviour is having on someone else. If you feel you are being harassed or bullied, tell the person doing it to stop. If you don't feel able to do this, then talk to your manager or a colleague. Always try to resolve issues informally, and as they happen. If the behaviour continues, then contact Voluntary Services.

As a member of the hospital team, you have a duty to treat everyone fairly and without discrimination. That includes patients, staff, members of the public and other volunteers. All of us may have prejudices. It is a natural part of being who we are. However, we should not allow our prejudices to change

the way we would usually treat someone. If you see or hear someone being treated unfairly or being discriminated against, you must report it to your ward or department manager. You should also tell us in Voluntary Services.

You can support others by treating everyone as an individual, not ignoring unfair or unequal treatment, and by improving communication, because we all communicate in different ways. Listening skills are important, so make sure you value other people's contributions.

What are the benefits of valuing equality and diversity?

- Showing patients that we really care about them
- Boost in morale generally
- Keeping valued and valuable employees and volunteers
- Reducing sick time
- Increasing efficiency
- Improving relations and understanding

Don't forget to treat others as they would wish to be treated and you will be helping to make our hospitals a better place for everyone.

Thank you.

Definitions.....

ADULT:

A person who has stopped growing at both ends and is now growing in the middle.

TOOTHACHE:

The pain that drives you to extraction.

EGOTIST:

Someone who is usually me-deep in conversation

DUST:

Mud with the juice squeezed out.

TOMORROW:

One of the greatest labour-saving devices of today.

BEAUTY PARLOUR:

A place where women curl up and dye.

CHICKENS:

The only animals you eat before they are born and after they are dead.

MOSQUITO:

An insect that makes you like flies better.

INFLATION:

Cutting money in half without damaging the paper.

SECRET:

Something you tell to one person at a time.

YAWN:

An honest opinion openly expressed.

WRINKLES:

Something other people have, similar to my character lines.

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