



Golden Moment for Volunteers

Last year, as part of Volunteer Week, we held our sixth annual Volunteer Event, with the theme 'You Make a Difference'.

One of the highlights of the day was celebrating retaining our Investing in Volunteers (IiV) status.



VOLUNTEERS' WEEK
time to say thank you

This is the national quality standard awarded to organisations who show a commitment to involving volunteers in their work.

Anne Hislop, from Volunteer Development Scotland, presented the award and plaque to our Chief Executive, Jill Young. We would not have been able to achieve this award without the hard work from all our volunteers and the staff they work with.

The assessors were impressed by how well volunteering is embedded into our culture. We are lucky to have a proactive group of 74 volunteers who provide support to patients in a number of ways, including Spiritual Care, Hearing Enablement, Meet and Greet, Patient Peer Support, Quality Walk Rounds and Housekeeping Audits.

Our Director of Quality, Innovation and People, Safia Qureshi, said: "It is a huge honour to have

received Investing in Volunteers accreditation for a third time.

"This would not have been possible without the commitment shown by our volunteers. Everyone at the Golden Jubilee is looking forward to working with the volunteers to build on the high standards they have already set; they will be a huge asset in supporting our multiple expansion projects."

George Thomson, Chief Executive Officer of Volunteer Scotland, commented: "Achieving and retaining IiV is the very best indicator we have of those organisations that not only involve volunteers but truly value, support and recognise all of their contributions, and in so doing provide terrific experiences.

"Congratulations yet again to the Golden Jubilee for achieving the Investing in Volunteers Award and good luck for the next three years."



Anne Hislop (left) presents the award to Volunteer Services Manager, Elizabeth Rogers and Chief Executive, Jill Young (right)



Volunteer Week is a time to say thank you

Five years of CBAS

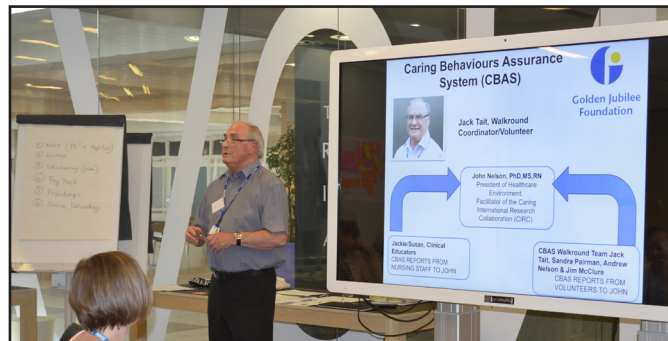
This year we celebrated five years of our Caring Behaviours Assurance System (CBAS). Our volunteers have received valuable feedback on how important this service is to the hospital.

Our CBAS Clinical Educators, Jackie Brown and Susan McLaughlin, met with our volunteers to speak to them about how valuable the information gathered by both nursing staff and the volunteers has been since the programme started.

Jackie and Susan explained that the hospital gathers data to measure caring, as perceived by both patients and staff. This is a very difficult thing to measure as caring means many different things to different people. However, as an organisation we need to ensure we are delivering high quality care not only in technical aspects but also in the behaviours we portray. It is the small measures which can make a big difference, such as taking time with patients, ensuring protected meal times are met and giving patients the opportunity to wash their hands.

Our first CBAS programme launched in April 2012 after nine staff attended a three-day training course to become Quality Champions.

A Volunteer CBAS Walk Round Team was established at the same time. The aim of the walk round is to ask patients if they would like



Jack Tait giving a presentation on CBAS

to participate in answering our questionnaire on caring behaviours. Our volunteers encourage patients to tell us about their experience of how they have been cared for here in the hospital.

Our Volunteer CBAS Walkround Team carry out this service within clinical areas inclusive of outpatient departments. The current team is:

- Jack Tait;
- Sandra Pairman;
- Jim McClure; and
- Andrew Nelson.

Statistics from the last five years show that:

- there have been 17 CBAS cohorts;
- we now have over 200 Quality Champions; and
- our volunteers have completed over 4,500 patient questionnaires which measure the impact of CBAS within clinical areas.



For more information on
CBAS go to: [www.gov.scot/
Publications/2015/09/8281/4](http://www.gov.scot/Publications/2015/09/8281/4)

Welcome to our new volunteers

Everyone at the Golden Jubilee would like to offer a warm welcome to our new volunteers:

- James McKeown, Irene Murray, Christopher Banks, Craig Cameron and Alisha McLean will assist the Volunteer Orthopaedic Outpatient Department.
- Anne Robertson and Isobel McGregor will assist in Pastoral Care.
- David Booth, Moira Hamilton and Natalie Morrison have joined the Meet and Greet Desk.



From left: Anne, Moira, Jim and Isobel

New Peer Support Volunteer for Heart Failure Service

This year we doubled the peer support in our heart failure service when John Lonergan (pictured right) joined our team.

Since taking up the role in January this year, John visits the hospital twice a week to speak with heart patients and their relatives. He talks to patients about his own heart condition and gives a wealth of practical and personal advice on how to cope before and after surgery.

While living in Australia in 2012, John had quadruple heart bypass surgery and received peer support from two men which reassured him that he was going to be okay. From this personal experience he was inspired to offer his services as a volunteer and provide support to others.

When he returned home to Glasgow in July 2014, he got in touch with Elizabeth Rogers, our Volunteer Services Manager, to find out more about volunteering here at the Golden Jubilee.

John said: "After discussing volunteering opportunities with Elizabeth, I was delighted to be offered the role of Peer Support with the heart failure team.

"I am thoroughly enjoying the role and I take huge satisfaction from such a rewarding role, which I really do think patients are benefiting and finding reassurance from.

"The patients I speak to are being treated for conditions similar to mine and they are always grateful for what peer support has to offer."

Volunteer Services Manager, Elizabeth Rogers said: "John has been a welcome addition to our volunteer service. He has taken to the role of peer support very quickly thanks to the guidance of Andrew Nelson and the rest of the team. As a heart patient himself, he has extremely valuable experiences that are hugely important when being a part of the peer support team."



John Lonergan

HAI Leaflets in Public and Clinical Areas

Volunteers are now assisting clinical areas by displaying Health Care Information (HAI) Core Leaflets throughout the hospital.

This service assists the Infection Control team by restocking the HAI Core leaflets within wards and all public areas while keeping a record of usage per area.

The volunteers monitor stock and give a weekly report to the Infection Control team.

New Role in Ophthalmology

Ophthalmology Patient Escorts are now supporting the work of the ophthalmology mobile unit within the hospital by providing escort services three days a week to patients who attend the Ophthalmology Mobile Unit for Eye Surgery. The volunteers escort the patients from main hospital reception to the mobile unit and back to main reception.



If you are interested in volunteering at the Golden Jubilee, contact Elizabeth on 0141 951 5423 or e-mail elizabeth.rogers@gjnh.scot.nhs.uk.

Farewell Maire

We recently said goodbye to Maire Whitehead who finished her three year term as Chair of the Volunteer Forum.

Maire was a huge supporter of the volunteer service during her eight years as a Non Executive Director of our Board.

As Chair of the Volunteer Forum, she ensured that the ever growing team continued to find new ways to help improve the patient experience and become an integral part of the day to day running of the Golden Jubilee Foundation.

Our Chief Executive, Jill Young praised Maire's contribution to the hospital and the volunteer service. She said: "Maire helped the volunteers deliver fantastic results for our organisation, recently leading to us receiving Investing in Volunteers status for the third time in a row, one of the only organisations in the UK to have accomplished this.

"Maire was a huge influence on the hospital after joining our Board as a Non Executive Director in 2009. She was a consistent, steady influence, during the busiest and most exciting time in our 15 year history, actively supporting the multiple expansions and changes in our role within NHSScotland.

"We have gradually grown into an organisation that is highly regarded on a global scale, with plans in place to continue to enhance and evolve dramatically in the years ahead. This is due in no small part to Maire's effort, leadership and guidance."



Good luck: Volunteer Services Manager, Elizabeth Rogers and Maire Whitehead say farewell

At our Volunteer event in June, we presented Maire with a bouquet of flowers as a thank you for being such a strong voice for the volunteer service.

We would like to wish Maire the very best of luck as she moves on to her next chapter.

Newly appointed Non-Executive, Marcella Boyle will succeed Maire as Chair of the Volunteer Forum.

Having held senior executive positions in the public, private and third sectors, Marcella brings extensive experience of change and business development in public and not for profit organisations.

Marcella is looking forward to meeting all of our volunteers and finding out more about the service they provide.

Farewell

We would like to say a huge thank you to the following volunteers and wish them the very best in their future endeavours.

- Susan Clark, who volunteered on the Quality Walkrounds, and Marion Carson, Pastoral Care, have secured new jobs and we would like to congratulate both on their new posts.
- Feeba Paul has left her role in Orthopaedic Outpatients to study medicine at University.
- Stephen and Heather Kirkham have left their positions in Pastoral Care to take up new volunteering posts closer to home.

What Matters to You? Day 2017



Dementia Cafe attendees participating in our What Matters to You? Day



Andrew Nelson and Helen Mitchell with Goldie the Share Bear



Goldie helping a member of staff out at the 'Meet and Greet' desk

On his tour of the hospital, Goldie the Share Bear popped into the Dementia Cafe as the hospital celebrated What Matters to You? Day (WMTYD) 2017.

WMTYD and the Share Bear shared the same aim – to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive it.

Goldie, with members of our team, listened as you told him that health and happiness, family, a positive and supportive working environment, being respected and having a good night's sleep are just some of the things you find important.

The Dementia Cafe played a big part in helping to raise awareness and encourage as many people as possible to have a conversation with people they are supporting or caring for.

WMTYD was a huge success and all our staff, volunteers, patients and visitors had the opportunity to share what matters to them with Goldie the Share Bear.



Some of the conversations with Goldie were recorded and a selection of these videos are available to view on our Facebook page (@NHSGoldenJubilee) and Twitter page (@JubileeHospital).

International Volunteer Day

International Volunteer Day (IVD) took place on 5 December to raise awareness on the role that volunteers play responding to crises and alleviating their disruptive nature once such events subside.

This year, IVD seeks to promote the contributions of such volunteers at local, national and international level, together with communities, civil society organisations, United Nations agencies, funds and programmes, government authorities, and the private sector the world over. It is time to acknowledge the extent to which volunteers are present, all around us, answering calls in times of need.

The event looked at how volunteers help improve the lives of vulnerable people: from rural communities affected by disasters, health emergencies or climate change cities where migrants are trying to rebuild their lives.



International Volunteer Day



For more information visit:

<http://www.volunteerscotland.net/about-us/news/international-volunteer-day-2017/>

Volunteer ‘Speed Dating’

At the Volunteer Event in June, Volunteer Services Manager, Elizabeth Rogers planned the perfect way for everyone to get to know each other – volunteer speed dating!

Just like traditional speed dating each volunteer had five minutes to introduce themselves, describe their volunteering roles and explain how they made a difference,

before a bell rang and the participants moved on to the next volunteer.

It was noisy and fun and a brilliant way for volunteers, old and new, to learn about the different volunteer roles. Elizabeth would like to thank Lorna McIlreavy from the Scottish Health Council, for her facilitation support on the day.



Congratulations!

After initially assisting the team at the ‘Meet and Greet’ desk for several years, Ann McGinlay has taken up a new volunteer role with the Pastoral Care Team.

Ann is thriving in this new role and has been a welcome addition to the team.



You can watch Ann talk about volunteering at:

<https://www.youtube.com/watch?v=JMVqH1SWSyU>

Thank you

At the volunteer event, several of the team were honoured for their service to the Golden Jubilee.

Interim Chair, Stewart MacKinnon, presented the following volunteers with a personal letter from our Chief Executive, Jill Young, thanking them for their dedicated service to volunteering:

- Sandra Pairman (10 years' service).
- Yvonne McGonigle, Jean Gillan (five years' service).
- Gemma Dool, James Marshall, Anne Strange, Ann Robertson, Adele Blair, Andrew Lee and Valerie Brown (one year's service).

After presenting the certificates, Stewart said: "Through volunteering you all make a difference to staff, visitors and patients, spending time with those who may otherwise be anxious or lonely, and contributing to a range of other essential projects, services and support.

"You are all such an important part of our team and on behalf of our Board, thank you for your dedication, your time and your hard work. We would not be able to provide the high quality care and effective services we have without you."



Jean Gillan received her five year award

All of our volunteers have something to contribute and their talents are of huge benefit to the hospital. If you have ever considered volunteering, there is no better time or place to give it a try than here at the Golden Jubilee.



Gemma Dool received her one year award



Our Interim Chair, Stewart MacKinnon presented the long term service awards



Sandra Pairman being presented with her ten year award



Yvonne McGonigle was presented with her five year award



Ann Robertson being presented with her one year award

YouTube

There are a number of volunteering videos and a selection of short videos from our Volunteer Day on our Youtube Channel:

 www.youtube.com/user/NHSGoldenJubilee

