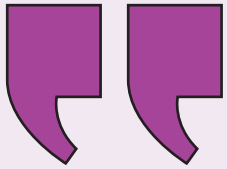




InvOLved



I am delighted to have the honour of introducing you to the first edition of Involved: our brand new Volunteer newsletter, dedicated to providing you with all the latest news and updates from our outstanding Volunteering Service.

At the Golden Jubilee National Hospital, our volunteers play an essential role in making the hospital experience better for patients, staff, visitors and helping us to shape our services for the future.

As Investors in Volunteers, we are committed to recruiting individuals from across the community with a variety of backgrounds, skill-sets and experiences, helping you grow not just as a volunteer, but as a person.

In this edition, you will hear from a wide variety of our current volunteers about what they do at the Golden Jubilee, and their first hand experiences of being on the front line of helping us to deliver the highest possible standard of care.

Everyone has something to contribute and a talent that could be put to fantastic use; if you have ever considered volunteering, there is no better time or place to give it a try than here at the home of quality, research and innovation for the NHS in Scotland.”



Maire Whitehead
Non-Executive Director

New Volunteer Manager Role

I have worked in the NHS for 22 years and I have worked at the Golden Jubilee National Hospital for the past 10 years. I started in 2004 as Heart and Lung Project Administrator before moving on to become Personal Assistant to the Nurse Director in 2007. This year I was delighted to take up the post of Volunteer Manager and look forward to taking our excellent volunteering services forward, developing new roles and opportunities.

Both Paul Graham, Spiritual Care and Diversity Lead and myself have set up network links with the Scottish Health

Council, West Dunbartonshire Volunteer Services, West Dunbartonshire Council and Clydebank College. I visit local community groups to promote the volunteer opportunities within the hospital. I am a member of the Volunteer Information System (VIS) User Group and West Dunbartonshire Council Focus Group.

Over the past several years our Volunteering Service has made amazing progress and we now have 74 active volunteers.



Elizabeth Rogers
Volunteer Manager

Developing and sustaining volunteering in NHSScotland

Feature from Alan Bigham, Programme Manager (Volunteering), Scottish Health Council

Since 2011, the Scottish Government has funded the Volunteering in NHSScotland Programme, aimed at supporting NHS Boards to develop and sustain their volunteer programmes.

This initiative is hosted by the Scottish Health Council under the supervision of Programme Manager, Alan Bigham. Alan has been in post since the launch of the programme, bringing an extensive range of experience.

Sharing practice and solving problems

A key element for Alan is supporting Volunteer Managers. Discussing the programme, Alan explains that this involves a wider range of people than you might think; he said:

“Some NHS Boards have full time staff, dedicated to volunteer management; but we strive to make sure that we include individuals for which this is only part of their overall role. This includes colleagues in health improvement, public involvement and even service delivery roles.

“Having such a wide range of stakeholders is a delicate balance. We need to be considerate to staff who may not have the time to attend a full-day networking event, work in isolation or who have to travel considerable distances. Our networking events need to be many things to many people and it’s not always easy to find the right mix. We want as many people as possible to come to us with their problems as well as their successes and share these with peers to help us identify solutions, and share these successful approaches.”

Current and future challenges

A recent evaluation showed an increase in awareness and acceptance of volunteering across NHSScotland, but there are still challenges to be addressed.

Alan said: “In these pressing times it’s entirely understandable that staff are worried about

their jobs but we make every effort to ensure that volunteering remains voluntary and does not cross over into the roles of paid staff.”

The National Group for Volunteering, includes the Royal College of Nursing and UNISON as members. The Group also includes a nominee from the national network of Human Resource Directors. These measures help to ensure that the line between service delivery and the roles for volunteers is always at the forefront of discussions.

In 2014, the Scottish Health Council published two key documents to support work in engaging staff and ensuring volunteer roles are developed in partnership with staff: the Developing Volunteering Checklist and the Developing Volunteering Toolkit. These provide national guidance on role development including specific reference to staff engagement.

Alan said: “We have listened to volunteers and staff in testing and producing these tools. In some instances, this has meant we are able to tell individuals what is appropriate for a volunteer role.

“What we have to remember is that volunteering and volunteer management are not subjects that everyone fully understands and the questions asked by staff and unions are entirely appropriate. Some people do not realise that we have already asked and answered these questions, and are just as concerned as they may be about what might be asked of volunteers.”

As a result of the recent evaluation, the programme has now been extended at the request of the Scottish Government. Discussions are at an early stage but the extension is likely to take a more strategic focus, in particular the implications of health and social care integration.

More information on the programme, including the evaluation report, are available at www.scottishhealthcouncil.org/volunteering.aspx.

The staff perspective on volunteer involvement



Orthopaedic Outpatient Receptionists, Shelagh and Karen

Tell us about your department

The Orthopaedic Outpatient Department is very busy. The patients attend for one appointment which can last up to four hours. There are six clinics which run on a daily basis; these include pre-operative assessment, reviews and arthroplasty reviews. We also run an emergency helpline for arthroplasty patients. The information on the emergency helpline is given to patients on discharge after their surgery.

How do volunteers help and support the department?

Volunteers have a direct and positive impact on patient care. When volunteers are on shift they take patients through their journey, taking them for x-ray, echocardiograms's and blood tests before they are seen by their consultant and nursing staff.

Going to these various departments can sometimes cause confusion for the patients, but the volunteers stay with them during their appointment, supporting them and making sure they are going to the right areas. This helps calm patients that are anxious and has proved to be very beneficial for putting patients at ease. This is also beneficial to medical staff, as it greatly reduces the risk of patients missing their appointments.

How does having a volunteer on shift benefit you as receptionists?

Volunteer input is invaluable. The volunteer looks out for patients returning to the department and where they are in the queue for their next appointment.

We really appreciate everything our volunteers do to support our patients.

Additional comments

We would like to thank the volunteers for the time and input they have into our Orthopaedic Outpatient Service; they are invaluable.

We have noted that if a volunteer sees that a patient has been waiting for a while they will help by taking the patient for a coffee and sandwich in between their appointments or the volunteer will offer to go and get the patient a coffee and bring it back.

The volunteer also has the time to sit and chat to patients, which helps greatly. This is a service that really does show the full benefit of the Volunteer Programme.

Would you encourage other Departments to engage volunteers?

We would encourage other departments to engage with volunteers. Our nursing staff now ask the volunteers to help them by accompanying patients for their X-rays and echocardiogram's or any other additional procedures that the patient may require.

History of Volunteering in the Golden Jubilee National Hospital

Our first volunteers were introduced in 2004. Patients and former patients were invited to take part in a patient survey; this was then progressed to establish Public Representatives on some of our Committees. In total we have 74 Active Volunteers and 11 new enquiries from people wishing to volunteer within our Hospital.

Public Representatives on our Hospital Wide Committees

Public Representatives were introduced onto our Food, Fluid and Nutrition, Involving People, Quality Patient Public Group (QPPG), Person Centred Committee, Volunteer Forum and Palliative Care Group.

We are currently reviewing committees and groups that would benefit from Public Representatives and updating the role descriptors for these posts. At the moment, we have six Public Representatives on our database.

Meet and Greet Volunteers Service

In early 2009, we piloted a Meet and Greet Service. This started in April that year, with Margaret Collins as our first “meeter and greeter” stationed at our Information Desk on Main Street (the link corridor between our hospital and hotel).

This has been a very successful project and we now have a very robust, front line, volunteer service.

We currently have a rota of 14 ‘Meet and Greet’ volunteers working Monday to Friday between 9am and 3.30pm.

Sensory Care Volunteer

Providing support and advice to patients with hearing loss and other sensory impairments, our Sensory Care Volunteer service started in 2011. This is overseen by our Volunteer Manager and works with links to Action on Hearing Loss (AoHL).

We currently have one Sensory Care Volunteer with another in training.

Spiritual Care Volunteers

Our Spiritual Care Volunteer service was introduced in 2008.

As a national resource for the NHS in Scotland, we have patients from across the country; many of whom may not always have visitors. Working on a rota system, Monday to Friday, our Spiritual Care Volunteers visit patients throughout the hospital, giving them someone to have a chat with and helping set them at ease.

We currently have six Spiritual Care Volunteers who are managed by Spiritual Care and Diversity Lead, Paul Graham.

Quality Walk Rounds and Caring Behaviour Assurance System (CBAS) Questionnaires

Quality Walk Rounds have been managed by our Nurse Director and Clinical Governance Department since they were introduced in 2011. Our Walk Rounds are coordinated by Jack Tait, and are carried out on a weekly basis with a report being submitted every three months for reporting at meetings of the Board.

We currently have seven Quality Walk Round and CBAS volunteers.

Orthopaedic Outpatient Service

In 2012, our Orthopaedic Outpatient Manager asked for volunteers to assist with the expanding Orthopaedic Outpatient Department. We now have nine volunteers within the department helping patients between Monday-Friday 9am to 3.30pm.



Housekeeping Audits Volunteer

To assist the organisation and to carry out Housekeeping Audits, in August 2012, volunteers became involved with the service.

These volunteers are managed by our Housekeeping Manager, participating in the Housekeeping Audits every month; these lead to higher levels of safety and have a direct impact on the delivery of quality health care services at the Golden Jubilee National Hospital.

We currently have two Housekeeping Audit Volunteers.

Dementia Befriender Volunteers

The Dementia Befrienders programme began in 2012, where volunteers visit inpatients in wards who are in the earlier stages of Dementia.

These volunteers are managed by our Volunteer Manager, Elizabeth Rogers and the Discharge Team who provide the names of patients that would benefit from this service. We currently have two volunteers involved in this service.

Research and Development Steering Group

The Beardmore Centre for Health Science (soon to become the Golden Jubilee Research Institute) supports research projects relating to the Board's clinical specialities, including interventional cardiology, electrophysiology, pulmonary vascular disease, advanced heart failure, orthopaedics and anaesthetics.

Our Research and Development Steering Group plays a key role in helping Dr Catherine Sinclair, our Research and Development Manager, and her team deliver a world leading service. The Steering Group is chaired by Dr Mike Higgins, the Board's Medical Director, and meets every three months. Volunteers have played an important role in representing the patient's voice in the shaping of this work.

The Research and Development Steering Group membership includes two Public Representatives (Volunteers).

Mealtime Audits

Last year we introduced Mealtime Audits through our Clinical Nutrition Department. These are carried out quarterly with one of our volunteers, Jim McClure, assisting in this process.

Aims and objectives for new developments for 2015

- Investors in Volunteers Accreditation. In 2009 we were delighted to be awarded the Investors in Volunteer Accreditation. This is reviewed every three years, and are due to be re-accredited in 2015.
- Updating and maintaining our National Volunteer database.
- New Roles/ Updated Roles: Peer Support Volunteers and New Public Representatives.

Volunteer Training Schedule for 2015



Training Sessions
<p>Computer Training</p> <p>Thursday 1 October</p> <p>10am-12pm</p> <p>OCS Room, Beardmore Centre for Health Science</p>
<p>Equality and Diversity Workshop for Volunteers</p> <p>Wednesday 21 October</p> <p>1pm-4pm</p> <p>Training Room 4, Beardmore Centre for Health Science</p>
<p>Fire Safety (45 minutes) and Hand Hygiene (20 minutes)</p> <p>Wednesday 11 November</p> <p>11am and 11.45am,</p> <p>Radiology Conference Room</p>

Thomas Smillie Meet and Greet Volunteer

Could you tell us a little bit about yourself?

I am married and have four sons. I was a postman for 11 years before I had an accident and injured my back, meaning I could no longer do my job.



In my free time, my hobbies are fishing and walking.

What is your role in the hospital?

I have two roles – I am a “Meeter and Greeter” and more recently began participating in our Quality Walk Rounds.

What made you decide to volunteer at the Golden Jubilee National Hospital?

I decided to volunteer to increase my confidence and gain experience of working in a hospital to help to enhance my skill-set and help me get back into employment.

I am now going to try computer training to help me in my new role of carrying out the Quality Walk Rounds as this will help my confidence.

What would you say are the main benefits of volunteering?

For me, the benefits have been meeting all sorts of new people. I enjoy working with the public and the hospital is a great environment to work in; during my time here I have got to know staff as well as patients.

Volunteering has helped my confidence and I have been encouraged to move into different roles which have helped me greatly.

What would you say to anyone else who is considering volunteering?

I would encourage people to volunteer and in particular to consider the Golden Jubilee as the hospital has been extremely welcoming.

Any other additional comments?

The volunteers encourage each other and the team building has helped put me at ease. The staff are also very supportive to the volunteers.

Jack Tait

Volunteer Quality Walk round and Caring Behaviour Assurance System Questionnaire Coordinator

Could you tell us a little bit about yourself?

I have been a volunteer in the Golden Jubilee since 2004 after retiring as a quality director for a specialist vehicle engineering company. I recently received an award for more than 10 years service to the organisation.

I am married with three children (two daughters and a son) and have four wonderful grandchildren.

What is your role in the hospital?

Originally joining as a Public Representative on the Food Fluid and Nutrition Group, I now have several roles. I am the Chair of the Quality Patient Public Group (QPPG) and a Public Representative on the Person Centred Committee, Involving People Group and the Volunteer Forum.

I also coordinate the Quality Walk Rounds and Caring Behaviour Assurance System (CBAS) walk rounds. I complete the three monthly and annual reports for the walk rounds and submit these to the Clinical Governance Department.

What made you decide to volunteer at the Golden Jubilee National Hospital?

In 2003 I underwent a heart bypass in the hospital. I was approached by the Involving People Manager to ask if I would complete a patient diary on my treatment and time as an inpatient. I agreed to do this, but at the time I was unaware that the hospital had volunteers.

After being discharged, I was phoned to ask if I would consider becoming a Public Representative on the Food Fluid and Nutrition Committee which I agreed to do. It was then arranged for me to meet the Lead Nutritionist at the time, and my volunteering started from there.



What would you say are the main benefits of volunteering?

It gives you the chance to put back something after the opportunity of a new life. For me personally, it is the satisfaction of having the opportunity to express an independent opinion to management on the care and conditions of the hospital.

What would you say to anyone else who is considering volunteering?

To anyone wishing to volunteer, I would say make sure you have the time and enthusiasm to take up the post. The rewards far outweigh the inconvenience of giving your time.

People can become lonely in hospital and volunteers are very valuable.

Any additional comments?

I would make a plea for more volunteers as they are very much appreciated. A lot of people have skills which would be very useful to the hospital, and the satisfaction of volunteering makes it all worthwhile.

Jim Woods

Sensory Care Volunteer

Could you tell us a little bit about yourself?

I was born in 1947. I originally worked for an elevator company with lift engineers and then went on to work in London for an insurance company. In 1988 I moved to Glasgow working at the Golden Jubilee National Hospital. I got to know all the engineers well as I was always working on the lifts. I have volunteered at the Golden Jubilee for a long time and seen huge improvements. In 1989 I lost my hearing, which was probably due to the noise from machinery which I had worked with all my life. Losing my hearing has been the worst thing that has ever happened to me and I still find it hard to hear in certain situations.

What is your role in the hospital?

I started off at the Golden Jubilee as a Spiritual Care volunteer. I got involved with becoming a sensory care volunteer due to my work at Action on Hearing Loss, a charity which I also volunteer for. I am now employed by NHS Deaf Connections, which is a social site for deaf people. I talk to patients on wards and check that their hearing is ok. I change their tubing and batteries on their hearing aids if needed. Within the hospital, I also give talks to nurses and I am a member of the Volunteer Forum.

What made you decide to volunteer at the Golden Jubilee National Hospital?

I had worked all my life ever since leaving school, so when it came to retirement, I found myself extremely bored. As an individual, I like to keep busy and this role is perfect for me as I am doing something I enjoy whilst helping others.

What would you say are the main



benefits of volunteering?

I would say that the main benefits of volunteering are that it gives you a sense of purpose. Due to my previous role doing risk assessments here at the Golden Jubilee, I found that I already knew a lot of the staff in engineering, so it was very easy for me to get straight in to a new volunteer role. One other benefit is the sense of happiness I get from helping patients. A lot of patients, when asked if they are ok, will just automatically say “yes”, but in order to find out if a person can hear properly, I ask them to recite a small poem back to me. If they can hear the poem which I have recited and can repeat it to me, I know that their hearing seems fine!

What would you say to anyone else who is considering volunteering?

I would totally recommend it. It gives you a sense of purpose and a drive to do something in your life and I enjoy interacting with the patients.

Any additional comments?

It's unique at the Golden Jubilee. Other hospitals are looking at our volunteer sensory care service, aiming to provide a similar role within their Board. I am now involved in training a new volunteer, who will soon be full trained as a sensory care volunteer.

Mai Abozeed

Orthopaedic Outpatient Volunteer

Could you tell us a little bit about yourself?

I am 35 and originally from Egypt. I moved to Glasgow 10 years ago and have a nine-year old daughter.

What is your role in the hospital?

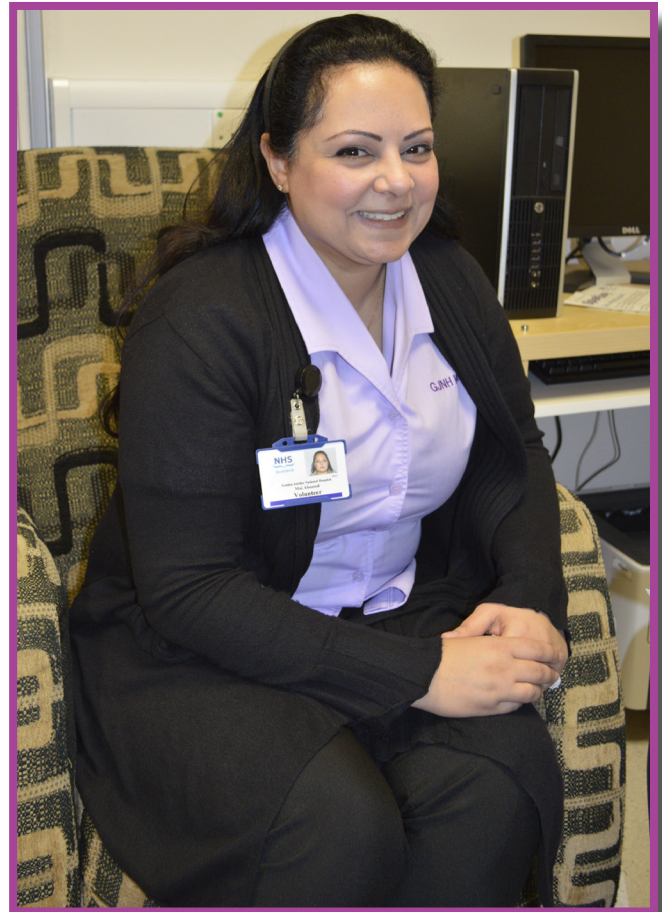
I volunteer in the Orthopaedic Outpatient department, assisting patients in many different ways. I will often help patients by escorting them to where they need to go, whether this is x-ray department, Finance or to the Cafeteria. I also help them with any queries that they may have or, if they are anxious, I can just sit chatting with them.

What made you decide to volunteer at the Golden Jubilee National Hospital?

In 2013, I studied a medical administration course at Clydebank College and I had a work placement for a week at Gartnavel Hospital. This made me eager to work in a hospital setting so I decided to apply to volunteer in the Golden Jubilee National Hospital. Hopefully the experience which I am gaining will help me get a job in a similar setting.

What would you say are the main benefits of volunteering?

It's great experience for me as I would like to get a role in hospital administration services. It gives me experience using medical terminology and working. I feel more confident in my communication with patients and staff as I am often the first point of contact for patients.



What would you say to anyone else who is considering volunteering?

I would recommend it as it boosts your confidence. It also supports my CV and gives me extra experience when looking for a job. Another benefit is that I get to liaise with different departments, administration and medical staff, giving me a wider network of people within the hospital.

Any additional comments?

I enjoy my time volunteering here and often ask for more days to help out. The patients and staff are all very friendly towards me and I often get great feedback from patients praising the hospital on its cleanliness, fast service and the kindness of staff. All of the staff are very supportive in what I do and I thoroughly enjoy volunteering within the Golden Jubilee.

Volunteer Day – Wednesday 27 May 2015

Summary Report

Background

The Golden Jubilee National Hospital is committed to continuous improvement in its volunteer engagement.

The focus of our fifth Annual Volunteer Event was Meet the Teams. This gave us the chance to hear from a wide selection of our volunteers, and for members of staff to come along and learn more about their role in the organisation.

The Volunteer Event was very well attended, with 47 people coming along including volunteers and representatives from the Scottish Health Council, Action on Hearing Loss, NHS Greater Glasgow and Clyde and Rock Vale Rebound.

Volunteering Service Awards

Jeane Freeman, Chair of the Board, opened the event by welcoming all volunteers, staff and visitors, and presented 10 year service awards to Jack Tait and David Craig.

Jill Young, Chief Executive and Jeane Freeman, Chair of the Board, thanked all volunteers for all aspects of volunteering within our Board.

Quality Patient and Public Group (QPPG) Chair, Jack Tait

NHSScotland established the Patient Focused Public Involvement (PFPI) agenda over 15 years ago. The QPPG is a key mechanism for helping our Board deliver the services needed for our patients, their relatives and carers, reviewing feedback and providing input on policy and strategy development.

The ethos of the group is partnership between the Board, patients and public.

Nine volunteer public members attend the QPPG along with representation from the Scottish Health Council, Glasgow Council Inclusive Living, and West Dunbartonshire Council Volunteer Services.

The following items are discussed as part of the meeting agenda:

- Quality Walk round information;
- complaints and concerns are reviewed; and
- new proposals from the Board are discussed.

The QPPG is always looking to enhance the role it plays and is currently looking for new members.

Volunteer Manager Report – Elizabeth Rogers

Volunteer Manager took up post in January 2015. We currently have 74 Active volunteers.

We have strong links with Scottish Health Council, West College, Clydebank Campus, West Dunbartonshire Volunteer Centre and West Dunbartonshire Council Focus Group.

We are currently reviewing the recruitment process for public members as a specific role for various groups and committees.

Reflections on the day

What went well

- Great opportunity to meet volunteers.
- Staff feedback very encouraging and welcome.
- Very informative and interesting.
- A lot of interesting facts on volunteering.
- Feel very valued.
- Great opportunities for all staff and volunteers.
- Making new friends.
- Today opened my eyes to the benefits of volunteering.
- Learned new skills.

What did not go so well

- Venue - Use different venue for future events as the environment was too noisy (coffee machine from cafe).
- Infra Red System for Sensory Impairment – The system should have been raised off the floor. Require more information on how this system should be set up.

Ideas and suggestions

- Public dashboard should be available for all areas. Possible user-friendly touch screen.
- More feedback of patient/carer/relative comments and suggestions.
- Feedback from Speak Easy.
- More information on Clinic or Ward Changes at volunteer information desk.
- Can each ward/CDU/HDU departments be encouraged to write up who has hearing aids within the hospital areas to help the sensory volunteers to visit them?
- Can patients fill out a form at pre-assessment stating that they have hearing aids?
- We should challenge ourselves to try new roles.
- Suggest starting volunteer day with a game.
- Young volunteers helping with iPad and Wi-Fi for patients.
- Patient laundry service for patients who have no visitors.
- Orientate relatives/carers on the wards.
- Talking newspapers for patients.

“Meet the teams”

Sandra Pairman – Quality Walk rounds

Talking to and asking the patients specific questions about their stay in hospital. I have had a positive experience of volunteering.

Jean Gillan – Orthopaedic Outpatient Escort Some orthopaedic patients attend for a four hour appointment and we escort them through their patient pathway. We are the buffer between patients and staff. We are a friendly welcome for patients and especially for companions. People can be worried or tense and conversations can help to relax and reassure them.

Doreen Lovett – Pastoral Care

Visiting and befriending patients is the main element of pastoral care. It is very beneficial especially for long term patients or patients who can feel isolated due to having no visitors, especially patients from remote areas.

Thomas Smillie – Meet and Greet

I enjoy working at the information desk as I meet lots of nice people and everyone is so friendly. I feel that I am doing something very worthwhile and helping people to feel less anxious when visiting the hospital. It is a very busy desk.

James Woods – Sensory Impairment

Speaks to patients and ask them about their hearing difficulties and the maintenance of any hearing aids. They have links with the Hospital and Action on Hearing Loss. Patients with hearing issues on the wards are referred to Jim and Allan via nursing staff. They also check that the loop systems within the hospital are working.

James McClure – Food, Fluid and Nutritional Representative

I carry out walk rounds in the wards and speak to patients to ask for their feedback on meals. I also check if our “Protected mealtime monitoring” is being adhered to.

Jack Tait – Caring Behaviours Assurance System

The Caring Behaviours Assurance System helps give a focus on care giving. Volunteers speak to patients and ask them 18 questions, which they are asked to rate in regards to the last person who attended them prior to the volunteer speaking to them.

Staff

Anne Marie Cavanagh - Nurse Director

Volunteers are an integral part of Golden Jubilee National Hospital. The focus on how we make people feel and the feedback gathered drives change.

Cameron Murray – Senior Charge Nurse

Highlighted changes in nursing. Single rooms can sometimes mean occasional feelings of isolation for some vulnerable patients. A visit by Volunteers who are friendly and approachable is very well evaluated by patients.. They can be a bridge between patients and staff.

Liz Dempster and Karen Garvey – Domestic Supervisors

Carry out peer and public review of housekeeping audits with the help and support of volunteers.

Jackie Brown and Susan McLaughlin – Clinical Educators

Work with the volunteers to compile and audit the information that the volunteers gather on the feelings of patients within our hospital. This is invaluable and it links with the information that is gathered from the nursing questionnaires.

Stephen Hughes – Clinical Nutritional and Dietetics Manager

Originally highlighted the benefits of volunteers being involved with the food walk rounds and also having public membership on the Food, Fluid and Nutritional Meetings. Volunteers also carry out Mealtime Monitoring Audits.

Liz Vasey – McMillan Nurse Specialist

A new role has recently been developed for a Patient Peer Support Volunteer. The benefits of these volunteers liaising with patients both post and pre-surgery has proved immensely beneficial and we hope to extend this service to other areas.

Lynda Thornton – Orthopaedic Outpatients Receptionist

They offer such a fantastic service and are a great asset to our department. It is a challenge when we don't have them.

Actions from the meeting

New Public Members required for QPPG and Focus Groups	We are currently reviewing the recruitment process for public members as a specific role for various groups and committees. Circulate list of public member's roles internally to volunteers and to our Networking Groups.
Volunteers Training prior to starting their Volunteering	We are currently reviewing the recruitment / training process as it is currently taking approximately eight weeks for Protecting Vulnerable Groups and disclosure clearance.
Look at Ideas/ Suggestions from today	Try to implement some of these ideas/suggestions from today and feedback the plans/ outcomes to the volunteers.

For more information on volunteering, please Elizabeth Rogers, Volunteer Manager on 0141 951 5423 or email elizabeth.rogers@gjnh.scot.nhs.uk or you can visit our website page at: <http://www.nhsgoldenjubilee.co.uk/recruitment/voluntary-work/>

If you are interested in volunteering with us, please email involvingpeople@gjnh.scot.nhs.uk

Volunteering is Good for You

by Selina Ross, West Dunbartonshire Community and Volunteering Services

www.wdcvs.com/facebook



When you think of volunteering, what comes to mind? Being there for others? Helping someone to achieve something? Making the community a better place? All of these are true, and probably the better known benefits of volunteering. But, what about the volunteer themselves, what benefits can they get from their contribution?

Well, research over many years has shown that there are many benefits to volunteering. Finding the right volunteering opportunity that meets your needs can help you to find new friends, learn new skills, maximise the use of your existing skills and may even be good for your health!

Volunteering helps us to meet new people, often with a common interest but very different experiences; this is especially helpful if we are new to an area or have had a change in life circumstances. We don't all find it easy to make new friends – there is no better way to start a conversation than through a shared interest.

We all tend to underestimate the value of our own skills and volunteering can be a great way to make good use of the skills we have. For every skill and talent you have, there will be an organisation that is looking for someone

with just that experience. If you are looking to develop new skills, don't imagine that you can only do that through courses and training; on-the-job learning with someone skilled and willing to share is still one of the best ways to learn.

There has been extensive research in recent years into the links between volunteering, health and happiness. One study even suggested that the more people volunteered, the happier they were! Volunteering has been shown to provide a range of health benefits from increasing your confidence and helping reduce loneliness and depression to helping increase levels of physical activity. Volunteering has also been shown to help with the management of long term conditions and chronic pain.

So, when you think about your volunteering, remember to think about what matters to you. Is there something specific you would like to get from your time? If so, let your volunteer manager know. Your time is valuable, so it is really important you use it to do something you enjoy.

The most important thing to remember is that we are all different and we all have something to offer. Enjoy your volunteering.

Feedback form

Tell us what you think...

We want to hear your views. If you would like to comment on any of the features in this newsletter, please complete the form below and return it to: Communications Department, Golden Jubilee National Hospital, Agamemnon Street, Clydebank, G81 4DY. You can also e-mail us at: comms@gjnh.scot.nhs.uk.

Name and department (optional):

Comments/questions:

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