

# InvOLved



**Golden Jubilee  
Foundation**

Patients at the heart of progress



**We kicked off Volunteer Week 2016 with an event celebrating the contributions our Volunteers make to the Golden Jubilee National Hospital.**

**V**olunteers' Day included a special award ceremony, highlighting the commitment and service of some of our longest serving volunteers.

The event on 1 June 2016 was an opportunity to celebrate the volunteers who help make the work of the Golden Jubilee Foundation possible. It was also an opportunity for volunteers to speak about their experiences so we can improve for the future – either in how we develop volunteering or how it can help shape our future services.

Our Interim Chair, Stewart MacKinnon, and Nurse Director, Anne Marie Cavanagh, gave presentations explaining how volunteers play a vital role in the services we provide.

Stewart said: "It was a great honour to attend the Golden Jubilee's annual volunteering event to thank all the volunteers for the important part they play in allowing us to deliver the best possible service for our patients.

"The Golden Jubilee Foundation has been committed to volunteering for over 10 years.

"The volunteers play a very important part in our team and make a major contribution to supporting safe and effective person-centred care at a time when patients are at their most vulnerable.

"Volunteer activity at the Golden Jubilee has increased by 40% since last year and is continually rising every quarter. We are now actively more involved in networking across the public and third sectors to ensure we continue to innovate in this field."

For 12 years, the Golden Jubilee has been leading the way in volunteering by providing support in positions including Spiritual Care, Meet and Greet, Sensory Care, Quality Walkrounds and Housekeeping Audits.

And now, the Golden Jubilee is the first hospital in Scotland to have volunteers who offer Patient Peer support to cardiothoracic patients pre or post surgery.

Twelve volunteers were recognised for their efforts and received a Volunteer Service Award, with Deborah Robertson receiving special recognition for 10 years service.

## **Stewart MacKinnon presented the following awards:**

- Jack Tait (11 years' service);
- Deborah Robertson (10 years' service);
- Sandra Pairman (nine years' service);
- James Woods (seven years' service);
- Margaret Collins, James McClure, Beth Anderson, James Gordon, Paddy Primrose (six years' service);
- Yvonne McGonigle, Edith Reid and Jean Gillan (all five years' service).



Watch: a short video of Volunteer Day is available on our Youtube Channel

[www.youtube.com/watch?v=hGDWeKkYc3k](http://www.youtube.com/watch?v=hGDWeKkYc3k)

# Volunteer Manager Data Report

We currently have 77 Volunteers at the Golden Jubilee, who carry out 11 different roles in the hospital. Our Volunteer Activity Hours are up 24% on the previous year, with Volunteering Sessions up by 40%.

## Meet our new volunteers

We recently welcomed several new additions to the volunteering team.

- Janette Tran, Heather MacKay and James Marshall will assist the Orthopaedic Outpatient Escort Team.
- Susan Clark will carry out Quality Walk rounds.
- Marion Carson, Anne Strange, Heather and Stephen Kirkham joined the Pastoral Care team.
- May Chadleigh has joined the Meet and Greet team.

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



Janette



James



Heather



May



## Congratulations!

The very best of luck to Meet and Greet Volunteer Thomas Smillie, who has just secured a post at the hospital as a Theatre Assistant.

## Farewell

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

- Meet and Greet Desk:
  - Sheena Cameron;
  - Sandra Barr;
  - Irene Todd; and
  - Edith Reid.
- Volunteer Forum Representative:
  - David Inns.
- Orthopaedic Outpatients Escort:
  - Juliana Buckle.



Edith with Jill Young,  
Chief Executive.



David with Jeanne  
Freeman, former Chair



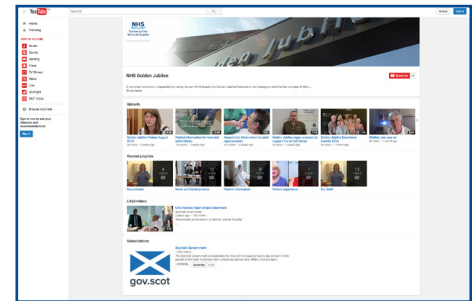
At a recent volunteer event we asked our volunteers to give an example “tweet” to show what volunteering at the Hospital means to them.

Here is a selection of the best tweets:

- It is worthwhile volunteering at Jubilee Hospital as we try to make patients’ visit here as welcoming and as friendly as possible.
- Our volunteers aim to be friendly and good listeners, to help visitors feel at ease in what can often be a stressful time #enthusiasticbunch.
- Volunteers are your interaction and communication. A friendly face to the public.
- It was good to gain a better understanding of the care patients receive.
- Good listening and empathy skills are essential to making volunteering effective #happytohelp.

## We are on YouTube

There are a number of volunteering videos on the Golden Jubilee’s YouTube channel. You can watch them here  
[www.youtube.com/user/NHSGoldenJubilee/](http://www.youtube.com/user/NHSGoldenJubilee/)



## £2.6 billion boost to Scotland’s economy

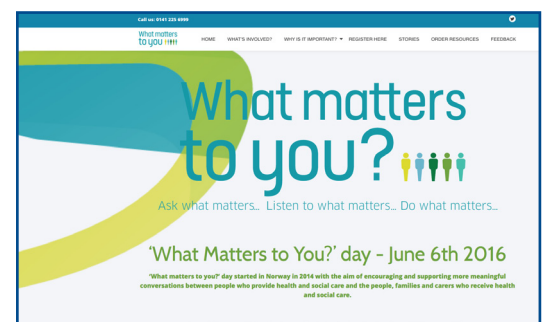
There is no doubt that Scotland’s volunteers are valuable. But how can we measure the social and economic value of volunteering? The results of the Scottish Household Survey allow us to calculate the volunteering effort in Scotland. It is estimated that formal volunteers contribute £2.6 billion to Scotland’s economy. However, the enthusiasm and experience volunteers bring to their roles along with their passion and commitment is viewed as priceless.

To complete the survey go to the Topics section of the Scottish Government website [www.gov.scot](http://www.gov.scot) and look for statistics.

## What Matters to you?

‘What matters to you?’ Day takes place every year on 6 June with the aim of encouraging and supporting more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care.

Spiritual Care Lead, Paul Graham, went around the hospital speaking to staff, managers and volunteers about what matters to each of them on a daily basis.



You can find out more at [www.whatmatterstoyou.scot/](http://www.whatmatterstoyou.scot/)



## Andrew Nelson

### Quality Walkround and Patient Peer Support Volunteer

#### Tell us a little bit about yourself?

I was brought up in Aberdeen and, at the age of 16, was offered a paper making apprenticeship at Wiggins Teape Papermills in Dartford, Kent. I then joined the Ministry of Defence Police at Chatham in Kent, later being posted to RAF Edzell and then to Faslane where I was promoted to Sergeant. I had to retire on medical health grounds after a heart attack in 1989 and had a heart transplant in June 1998 at Glasgow Royal Infirmary. I have two sons and subsequently married again in 1996 with a family extension of a stepson and stepdaughter.

#### What is your role in the hospital?

As a volunteer at the Golden Jubilee, I carry out Quality Walk Rounds and I am involved in the Caring Behaviour Assurance System (CBAS). I am very proud to be one of our first ever Patient Peers. This role allows me to offer advice based on my experience as a heart transplant patient.

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

After attending a post transplant patient group at the Golden Jubilee, I was invited to join the volunteer team. I felt that this would be really interesting and means I can give a little back to NHSScotland for all that they have done for me, but first and foremost I really enjoy talking to the patients.

#### What are the main benefits of volunteering?

Our wonderful staff rarely get the opportunity to have long discussions with patients and if I can give my time and support where needed, I hope that this will make a difference, not only to patients, but also to the nursing staff. There have been occasions when a patient has changed from being totally despondent to feeling more positive and to realise that there can be a future for them.



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

If you have some free time, would like to do something worthwhile which will give you huge satisfaction while helping others, then volunteering at the Golden Jubilee is something you should definitely consider.

#### Any additional comments?

I really enjoy volunteering here. It is wonderful to be able to talk to patients and staff while interacting with other volunteers. The Golden Jubilee Hospital has a lovely atmosphere and is a great place to volunteer.

# Brian Gemmell

## Patient Peer Support Volunteer

### Tell us a little bit about yourself?

I am married with two daughters, three grandsons and two dogs. I used to be a self employed recovery driver and smoked 30 cigarettes a day.

I was diagnosed with lung cancer in January 2014 and was admitted to the Golden Jubilee in the March, where I underwent Right Pneumonectomy Lung Removal. Since my surgery, I have become a lot more active and I'm now a qualified personal trainer.

I recently completed a Cancer Rehab Course and I am currently waiting to do Cardiac and Pulmonary Courses so that I can help people get a better quality of life.

### What is your role in the Hospital?

I am a Patient Peer Support Volunteer working with the Thoracic Team. My role involves talking to the patients on a general basis and telling them more about my life after surgery. When a patient has any concerns, I will try and talk to them about it and hopefully put them at ease. I try to point them in the right direction as I have been through the same surgery.

### What made you decide to volunteer at the Golden Jubilee?

On arriving here for surgery, I was asked to sit in the waiting room while my bed was prepared for me. Whilst waiting I got speaking to a 65 year old female patient who was waiting to be discharged. This lady told me her story of how she had come through the same surgery that I was to be treated with. I was able to ask her questions and I was really grateful for her time as she had really put my mind at ease. I thought, 'if this lady can get through this, then so can I'. A year after my surgery I was feeling much fitter and decided I would like to come back and volunteer at the Golden Jubilee.



### What would you say are the main benefits of volunteering?

Meeting new people, helping and aiding other patients in their recovery, and being part of the fantastic team we have here.

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

Do it. It is so rewarding, not just for the volunteer, but also for patients and staff.

### Any additional comments?

Everyone in this hospital is really friendly and I feel very welcome every time I come here. This hospital has a feel good factor - like a flower blooming, it doesn't matter who you speak to, because everyone is so pleasant, it doesn't feel like a hospital.

# Investors in Volunteers Renewal of Accreditation



Investing in Volunteers (IiV) is the UK Quality standard for all organisations which involve volunteers in their work.

IiV is owned by the UK Volunteering Forum, which consists of the Chief Executives of the National Volunteering Development Agencies, including Volunteer Scotland.

Over 800 organisations have achieved this quality accreditation throughout the UK, ranging from small community groups that are totally volunteer-led to large national multi branch charities that have thousands of volunteers.

The Board Achieved the IiV Accreditation in 2009 with Renewal in 2013. We are now due for Renewal again in 2016. Listed opposite are the nine indicators that need to be met to retain our IiV Accreditation.

A short life working group has been established to work on the Self Assessment Checklist for this.

You can find out more about the IiV at <http://iive.investinginvolunteers.org.uk/>

## The nine Investors In Volunteer Indicators:

### Indicator 1

As an organisation we give volunteers enough recognition, volunteering is a two-way process that benefits both volunteers and the organisation.

### Indicator 2

As an organisation we commit appropriate resources to working with volunteers, such as money, management, staff time and materials.

### Indicator 3

As an organisation we involve volunteers who reflect the diversity of the community. How do you think we could diversify our pull of volunteers?

### Indicator 4

As an organisation part of our aims and objectives is to develop roles for volunteers, which are of value to the volunteer as well as the organisation. Do you have any suggestions for new Volunteering Roles?

### Indicator 5

As an organisation we are committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm. Do you feel that volunteers be exposed to emotional situations they are not prepared for?

### Indicator 6

Our organisation is committed to using fair, efficient and consistent recruitment procedures for all volunteers. Do you have any thoughts/suggestions on how we can improve this process, ie training etc? Do you think volunteers have unrealistic expectations of volunteering.?

### Indicator 7

Clear procedures are in place for introducing new volunteers to their role, policies, practices and relevant personnel. Are you aware of any staff resistance to volunteers?

### Indicator 8

Do you think that we support and supervise the needs of volunteers? Can volunteers sometimes feel undervalued/underutilised or over exposed in their role?

### Indicator 9

The whole organisation is aware of the need to give volunteers recognition.



# Volunteering Developments

## Reminiscence group/Dementia Café

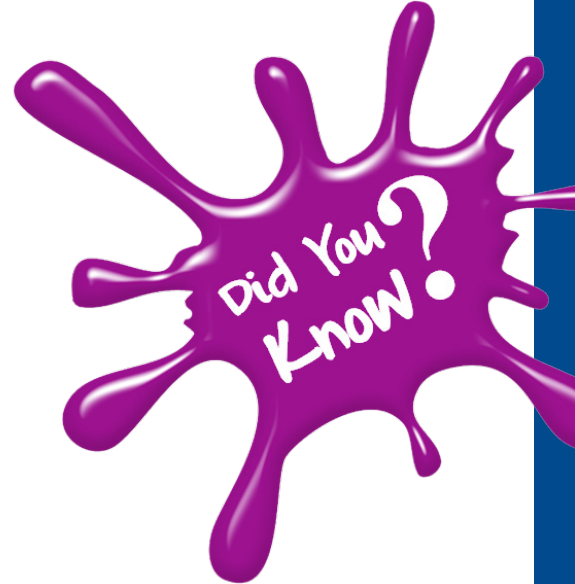
A Dementia Cafe was recently launched at the hospital and is held every second Tuesday from 2pm-3.30pm.

Run in partnership with Alzheimer Scotland, visitors to the Dementia Cafe can look at local photographic images of Clydebank, reminiscence over old football memorabilia, and take part in a quiz.

The cafe is facilitated by an Alzheimer Scotland Dementia Advisor with support from our own Dementia Volunteer, Margaret Collins.

Early feedback has been very positive. Two family members commenting on how much better their relative's mood had been for the remainder of the day after attending the group.

You can find out more about the Dementia Cafe by contacting Liz Rogers on 0141 951 5423.



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## Sensory Service Update

The Sensory Service has expanded its service from one day to two days per week. Patients regularly comment on this excellent service, which is provided by our volunteers Jim Woods and Allan Stewart. Teamwork is essential and the relationship with staff is excellent. Training for staff is given on an ad hoc basis.

To find out more about the Sensory Service contact Liz Rogers on 0141 951 5423.

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## Pastoral Care Update

Over the past six months the number of Pastoral Care Volunteers has increased from three to seven. These volunteers work with our Spiritual Care Lead, Paul Graham, to focus on patients who have to stay in the hospital for a long period of time, or patients who may not receive any visitors and would just like some company for a chat.

To find out more about Pastoral Care contact Paul Graham on 0141 951 5060.

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## Young Student Programme

Liz Rogers, Volunteer Manager has been working with West Dunbartonshire Council (WDC) and Clydebank's St Peter the Apostle and Clydebank High School, to work with sixth year pupils completing the Employability Skills Programme. This is part of the curriculum designed to furnish the pupils with transferable employability skills and soft skills such as communication, team working, problem solving, leadership etc, as part of the transition process.

From September 2015 to January 2016, 17 students each completed 10 hours volunteering within the hospital. This goes towards their achieving the Duke of Edinburgh Award and their Saltire Award. One of these students, Mhairi Taylor is pictured here collecting her certificate from Liz Rogers, Volunteer Manager.

Find out more about the Employability Skills Programme in the Schools and Learning section at [www.west-dunbarton.gov.uk/](http://www.west-dunbarton.gov.uk/)



**Important  
DATES!**

## **Volunteer Training Schedule for 2016**

### **Communication Skills Workshop Part 2**

Wednesday 26 October

10am-12pm

### **Equality and Diversity Workshop**

Wednesday 26 October

1pm-3pm

# **The voice of the volunteers...**

*Volunteering has shown to provide a range of health benefits from increasing your confidence, helping reduce loneliness and depression and helping increase levels of physical activity.*

*Helping someone to achieve something?  
Making the community a better place to be?*

*Finding the right volunteering opportunity that meets your needs can help you to find new friends, learn new skills and may even be good for your health!*

*I decided to volunteer to gain my confidence and get experience of working and to help enhance my skills to get back into employment.*

*Take on a challenge.  
Through volunteering you can challenge yourself to try something different, achieve personal goals, practice using your skills and discover hidden talents.*

*Volunteering can help you learn new skills, gain experience and sometimes even qualifications.*

## **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 or have any suggestions or ideas for the next Volunteer Newsletter, please complete the form below and return it to Liz Rogers, Volunteer Services Manager at Golden Jubilee National Hospital, Agamemnon Street, Clydebank, G81 4DY. If you are interested in volunteering with us, contact Liz on 0141 951 5423 or e-mail [elizabeth.rogers@gjnh.scot.nhs.uk](mailto:elizabeth.rogers@gjnh.scot.nhs.uk).

Name and department (optional):

Comments/questions:

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