An update from Fiona

Funding was obtained from Edinburgh and Lothians Health Foundation to develop a new volunteering strategic plan for volunteering across NHS Lothian 2017-2022. After a competitive tendering process, the contract was awarded to Volunteer Scotland and their work is currently underway. Please complete the survey monkey questionnaire by clicking here or get a hard copy from your VSM. If you would like to contact them directly to make any comments, please contact Rob Rae directly at rob.rae@VolunteerScotland.org.uk. It is anticipated that the work will be completed by July 2017. The VSMs have been working on updating the existing volunteering handbook, which will include:

- a volunteer agreement to be signed by volunteer and VSM
- what to wear
- more information surrounding confidentiality and boundaries
- what to do if you are ill.

Copies will be circulated, so please take time to read them and complete the volunteer agreement.

“...you got me on the road...!”

Over the years, scores of volunteers have been placed in The Simpson Centre for Reproductive Health. Many former volunteers have gone on to pursue careers as midwives. Recently two former volunteers got in touch to say they are both qualified and have posts with NHS Lothian. Stacey, (pictured) said:

“I cannot thank you enough for the opportunity you gave me in volunteering at Simpsons.”

Esther, who now works as a community midwife, said:

“... a massive thank you from me – you got me on the road!”
Volunteers extend warm welcome to the Minister

NHS Lothian staff and volunteers at the Western General Hospital welcomed Aileen Campbell, MSP, Minister for Public Health and Sport to showcase volunteering in NHSScotland.

The event, organised by the national volunteering group, included visits to the Anne Ferguson Building, Stroke Unit, Royal Victoria Building and Ward 1. Diane Lockhart, Voluntary Services Manager, said:

Volunteering brings so much to everyone involved, the patients, the staff and the volunteers. It’s often the just taking time to sit with them and chat. It impacts on staff who can carry on with their clinical duties.

New name, the same aim

In less than one year, services from the Royal Hospital for Sick Children and Department of Clinical Neurosciences and Child and Adolescent Mental Health Services will relocate from Sciennes Road, Western General Hospital and Royal Edinburgh Hospital, to their purpose-built new home at Little France in Edinburgh.

When the Royal Hospital for Sick Children moves in 2018, it will be renamed ‘Royal Hospital for Children and Young People.’ As the hospital changes name, as of 1 May 2017, The Sick Kids Friends Foundation will be called Edinburgh Children’s Hospital Charity.

Lots of people have been asked about the name and logo over the last few months. This has included children, young people and families using the hospital; staff, volunteers, supporters and almost 200 members of the public. The new name has been received very well and the addition of a young person to the logo, to reflect the increase in age from 13 to 16 years at the new hospital, has proved very popular.

In terms of the work that the charity does, nothing changes. It will continue to transform the experiences of children and young people in hospital so they can be a child first and a patient second. The charity continues to support the volunteer programme within the existing hospital and will continue to support it once everyone has move to the new hospital. Please do share this news with anyone who you think would want to know and if you have any questions, feel free to get in touch.

Tell us Ten Things

NHS Lothian is committed to listening and learning from feedback and volunteers have been helping to encourage patients to complete patient surveys.

Tell Us Ten Things is a NHS Lothian inpatient experience survey that aims to obtain feedback from patients’ experiences to ensure we are providing safe, effective, compassionate and person-centred care. The information and comments will inform developments within NHS Lothian.
Volunteering at the Royal Edinburgh Hospital

The Volunteer Hub at the Royal Edinburgh Hospital is funded by the Edinburgh and Lothians Health Foundation. The service provides support and guidance to patients who wish to engage in volunteering as well as members of the public wishing to volunteer.

The Hub has continued to build on strong links with NHS staff and voluntary sector organisations within the hospital. Patients benefit from the service, either by volunteering themselves or by having input from a public volunteer. Volunteers are involved across a range of wards and clinical areas in dozens of activities - music, gardening, teaching IT, “activity buddies” and compiling “Playlists for Life” for patients who have dementia – to name a few!

The patients benefit from the service either by volunteering themselves or by having input from a public volunteer. This is evidenced by the following few examples:

“I wanted to thank you again for the opportunity in the library. It was so calm and pleasant and no pressure. Just the perfect thing to get me started again. I’m really grateful.”

Rehab patient who volunteers in a supported volunteering group

“We also have therapets across NHS Lothian within Children and Adult Services. Therapet is part of the Canine Concern Scotland charity and their website is: https://www.canineconcernscotland.org.uk/ if you would like to hear more about it.

Flash, the dog, visits Findlay House

Flash, an Old English Sheepdog, has been visiting Findlay House for a couple of months. His owner Suzanne says:

“Flash is getting on great at Findlay house, he loves going and getting all the attention! He stays calm when there’s a lot of noise and distractions in the wards, he is happy all the time. I couldn’t be more proud.”

We also have therapets across NHS Lothian within Children and Adult Services. Therapet is part of the Canine Concern Scotland charity and their website is: https://www.canineconcernscotland.org.uk/ if you would like to hear more about it.

“Once again thanks for all your input towards Ward 14 in the last year, you have a wonderful team and all do a fantastic job.”

Ward 14 activities coordinator
Keeping People safe after Savile - Lampard Review

Jimmy Savile was a famous, flamboyantly eccentric, narcissistic and manipulative television personality who used his celebrity profile and his much-publicised volunteering and fundraising roles to gain access, influence and power in certain hospitals. He used the opportunities that access, influence and power gave him to commit sexual abuses on a massive scale.

However, features of the story have everyday implications and relevance for the NHS today. The Department of Health in England published their report (the Lampard Enquiry) in February 2015 and this has been followed by a letter to all Scottish NHS Boards in May 2017.

NHS Lothian is committed to implementing the recommendations that were relevant to volunteering in Scotland. Everyone (regardless of how long they have been a volunteer) must have a formal check done by Disclosure Scotland and must undertake training around Public Protection (which includes both child and adult protection).

Although additional paperwork is never welcome, it is essential that everything is done to try and ensure that this situation can never happen again.

If you need to update your learning and need another LearnPro login or would like to arrange a classroom-based session, please contact your VSM.

Getting in Touch

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This work is supported with funding from Sick Kids Friends Foundation (now Edinburgh’s Children’s Hospital Charity)