

Volunteering Service Newsletter

June 2018

Glasgow City Health and Social Care Partnership North West Locality

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The volunteering programme brings many volunteers for a common purpose; to enhance the experience of patients, add value to the service and improve the health and well being of the community. The commitment of our volunteers is shown daily throughout the year.

Overview



Glasgow Health & Social Care Partnership has been awarded the city's Volunteering Charter Mark having successfully submitted its baseline census information and publishing a clear action plan for achieving its pledges. The pledge is to increase the number of appropriate volunteering opportunities for people within the organisation.



Fiona Moss, Head of Health Improvement and Equalities for the Partnership receiving the award from Bernadette Monaghan, Volunteer Glasgow's Chief Executive

Volunteers' Activities and Testimonies

Health Information Point (HIP)

Health Information Points staffed by trained volunteers enables people to make informed choices about their healthcare, healthy lifestyle and wellbeing. In May 2017 we installed 3 new Interactive Screens at Drumchapel, Possilpark and Maryhill Health and Care Centre to support the work of the HIP. The screens display health and related information visually and creatively. The volunteers' input has been valuable and significant in the development and operation of screens.

Since installation of new screens the volunteers have been using health checklist as a tool to engage with patients. This has encouraged patients to take initiative to seek information about their health and lifestyle and consider of things which are important to their health.

The Health Centres staff has been very supportive in the delivery of HIP service. They have provided volunteers with working space, storage for resources and funding for a new HIP stand at Maryhill in keeping with the new building.



H C staff
June Ferguson,
June McMullan



Gail Macgregor, Emma Straughan, Jackie Allison at Maryhill HIP

ES

"I began volunteering with the NHS last year after becoming ill. I wanted to try to do something positive with my time off for both me and others. The Volunteer Co-ordinator has been so welcoming and accommodating. She seemed to really value the previous experience I had in Retail as well as my role as a Senior Project Officer with a conservation charity. She's given lots of advice and support as we settled into our new roles as Health Improvement Volunteers and the NHS has provided an immense range of training too. The role is very varied involving patient engagement, research and networking so it has been a great opportunity to enhance my communication skills. I really feel part of a team who are helping to make a difference to the lives of people in the local community. My time volunteering has given me the confidence and experience needed to apply for jobs in the Health field and although it is early days I feel it is down to my volunteering with the Health Improvement Team that has led to being a Community Champion with See Me."



Annette Hooton

JA

"I started volunteering with HSCP after a long period of ill health. Although I already had another voluntary job I did not feel it was helping me to progress any further towards employment. I was previously unaware of opportunities to volunteer within the NHS and was really interested to apply when I saw the vacancy on the volunteer website.

It was challenging at first to be back dealing with the public. With the help of my co-ordinator and staff and colleagues I'm gradually getting my confidence back. The training has also been very interesting, and is not only helpful in my voluntary role, but in life in general.

The role also gives me a sense of purpose and I can feel pride again in my achievements."

Health Improvement Team Office Support

A team of volunteers work alongside Health Improvement staff. Their tasks are varied depending on their skills and interests. Some of the volunteers are involved in development of the Interactive Screens. It entails resourcing and uploading up-to-date information on health, services and campaigns which are creative, engaging and stands out to convey key messages to public and patients.



Monika Gorecka and Luke Barker

LB

"I have been volunteering in the Health Improvement Team at Gartnavel, West House up to 10 hours each week for almost a year now. It has helped me gain experience and confidence in working for a large organization like the health board. My main role with an Interactive Screens roll-out has seen me liaise with many different professional health practitioners in a collaborative and technical capacity delivering health and social care information. The work is always varied and has helped me learn about the different health needs of and improvements for Glasgow's population.

As well as enjoying being a full member of a team doing work which has a real and positive impact on people's lives, I have gained experience in new skills - such as developing and leading a workshop for the screens and also training in health statistics, giving presentations and being involved in long-term shared stakeholder projects like the Schools Survey. In addition, I have informally learned lots about work and health and wellbeing from being around such a fun, friendly and welcoming group, which has been of great benefit to me."

DG

“Before I started volunteering I was in a very low place and I couldn’t see myself gaining employment ever again. But my time volunteering with the health improvement team has really helped me gain my confidence back and I am much more optimistic about the future now. The skills I have gained have been tailored to my needs and will hopefully lead me to the job and career that I want. Not only that but I’ve been able to use these skills to help me in my personal life too. I’ve also met lots of wonderful people along the way! Volunteering has really helped me take positive steps in my life at a pace I’m comfortable with and I would recommend it to anyone who wants to learn new skills, improve their confidence or make a positive impact in their community.”

Fruit Barra

One of the initiatives volunteers were involved in was the Fruit Barra (FB) implemented in Drumchapel Health Centre to promote healthy eating, provide access to quality and affordable fruit and vegetables within a community setting. It also provided a platform to promote other health improvement topics.

One of the volunteers was from the local community who is also the founder of Drumhub, a community led group. She had great local connections and was well known in the local community bringing local assets in representing and promoting the Barra. The collaborative work has been engaging building on local assets between the volunteer and our own volunteering programme.

AH

“I saw this as an opportunity to reach more local people as it was based in the Health Centre to promote my group but it also enabled me to access trainings particularly in relation to healthy eating and health improvement. I was able to pass on my learning to my group participants. I was also able to negotiate with other staff I came in contact to visit Drumhub and provide information on specific topics. My group grew as a result of this and where it only met once a week it went on to meet twice a week. It also grew in numbers and the contacts I made whilst completing this voluntary work at the Fruit Barra was beneficial.”



Elaine Penman, Atiya Nur, Ellen Fitzpatrick at Drumchapel Barra



Drew, Lucy, Kieron



Alison Horner and Chammi Dewage



Toothbrushing (TB) Programme

Volunteers support primary school children to take part in the daily lunch time tooth brushing programme within the school. The programme is delivered in primary schools, St Cuthbertson's in Possilpark and Parkview in Summerston. Until June 2017 volunteers had also been supporting Yoker primary school. Claire McCormack and Amanda Whitehouse, Oral Health Educators from Oral Health Directorate support volunteers and schools to deliver this programme. Furthermore volunteers have the option to complete an accredited Child Smile training course through their volunteering.

TB Volunteer's Feedback

It's extremely rewarding to know that I've made a difference to the oral health of the children and hopefully instilled a habit that they will continue to utilize throughout their lives. I also really enjoyed getting to know and conversing with the children during the sessions and seeing their individual personalities develop throughout my time there.

I would recommend volunteering with Health Improvement team to anyone looking to return to work.

Staff Comment

"At the Oral Health Directorate we have had the pleasure of working alongside the volunteers for a number of years. They have been valuable members of the team in delivering tooth brushing within our schools across Glasgow City. They have ensured lots of primary 1 and two children have been able to brush their teeth at school when it may not have been possible due to staffing issues within schools. They have taught children about the importance of daily tooth brushing and helped them develop a valuable skill that will hopefully be continued at home. We are very grateful for their time and commitment to our programme and have been delighted for them when we hear that they have moved into employment or further education."

Claire McCormack, Oral Health Educator

"The volunteer service is an invaluable tool to assist people who maybe feel that life should be better for them, but they don't know how to engage in it again. In other words, it allows people to feel comfortable with the world again, and make them feel that their lives could have a purpose once more. This has provided a massive step for my clients in regaining confidence in social situations, their skills and possibilities. They look more positively to the road ahead, which for me is the essential outcome in an individual's journey."

Robert West, Momentum Skills



Volunteers Week Celebration 2018

Volunteers' Week is an annual celebration of the fantastic contribution that millions of volunteers make across the UK. To mark this event and thank our volunteers we organised an award ceremony and lunch followed by visit to the Tall Ship, Riverside.

John Thomson, Health Improvement Lead, awarded the certificates to the volunteers. He commented "The HSCP was recently awarded the Volunteering Charter Mark and the baseline information submitted for this award information recognises each of your efforts and has made this award possible – so while it was awarded to the HSCP your own efforts has made this possible - it really is your award."

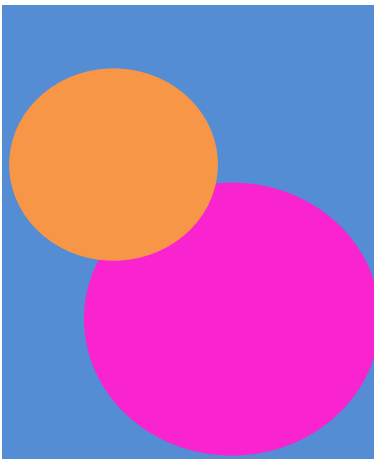
Staff from other services came to the event to recognise volunteers' input and spoke of their valuable contribution. The Volunteer Co-ordinator commended volunteers on their hard work and commitment and expressed how much they have grown in their confidence, knowledge and progressing towards their aspirations.



Back row: John Thomson, Robert West, Luke Barker, Amanda White, Annette Hooton.

Middle row: Duncan Galbraith, Claire McCormack, Emma Straughan

Front row: Sandra Duff, Gail MacGregor, Atiya Nur, Jackie Allison.



From the left, Luke Barker, Duncan Galbraith, Emma Straughan, Jackie Allison, Annette Hooton, Gail MacGregor.



Sandra Duff (Volunteer Co-ordinator) and Ibrahim Alhajie presented a radio talk on volunteering during Volunteers' Week at Radio Awaz.

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