



Update ~ Hospice Volunteering Review ~ Summary of Conference Day, Wednesday 15th June.

Volunteer representatives from a very wide variety of departments attended the day, giving rise to some lively discussions within the subject groups and the summary sessions. This was an appropriate forum for openly expressing opinions and concerns, and as such, was appreciated and certainly well-used! For instance, one strongly stated idea was that Volunteers' appreciation events (such as the Christmas Dinner and Summer Party) are a waste of money and should be dropped. I'd like to know what the wider team feels about this idea ... ?

If you are unsure, try coming along to the Staff & Volunteers 25th Anniversary Family Barbecue on Sunday afternoon, 10th July, from 1pm. (Your invitation is attached.) It is a good chance to put faces to names, which is a real aid to improving communication – which was another subject that featured strongly in the conference day. One type of "communication" which did emerge as being well- and widely-received is the "Hospice Hailer" – hence its increase to two sheets (at least for this edition!). So there is plenty more space for comments or news items from Volunteers. Again, let me know what you think.

The facilitators for the day, Peter Sowden (Board Member); Tracy Davies (Lead Nurse Day Hospice); Barbara Oakes (Volunteers Manager) are still collating notes from the day, before drawing up a report and conclusions for wider circulation. Informal and general feedback is available from anyone who attended the day, but please don't ask anyone to quote specific people: we wanted contributors to speak freely, without fear of being (mis-) quoted out of context later. It is not too late to feed ideas in to the ongoing review – please talk to Barbara Oakes or your own manager.

We owe a huge "THANK YOU" to all those who took time out of busy schedules to take part.

This extra commitment is much appreciated – once again, we couldn't have done it without you, and any conclusions arising could not have such a strong mandate. Watch this space!

STAFF AND VOLUNTEER

25th ANNIVERSARY BBQ

Sunday 10th July – 1 to 4 pm

Hospice grounds, 185 Bostall Hill, Abbey Wood, SE2 0GB



Free to all staff, volunteers, partners and children
Entry ticket includes BBQ buffet and welcome glass of bubbly!
Please bring your own chair or picnic blanket, drink and glass

R.S.V.P. essential – 'phone or email Sue Smyth
020 8320 5825 or suesmyth@gbch.org.uk

EVERYONE WELCOME

(may be sensible to bring a brolly, too!)

NatWest Private Banking SELKent team day in gardens, 10th June



A very hardworking team of volunteers from NatWest S.E. London & Kent came in for a day's garden challenges on 10th June. The weather was ideal – rather cool and grey, with the drizzle falling just in time for the lunch break! The volunteer group tackled the

- borders, baskets & boxes by the front door
- tidying the courtyard behind the Outreach services Portakabins (inaccessible during the building works);
- the large courtyard garden between the two wards;
- creating some additional parking, and
- planting up the new terraced bed below Day Hospice decking with a selection of shrubs and evergreens. This included a Juniper Horizontalis, held in the picture by Manjula Rabadia, who co-ordinated the team and liaised with the Hospice.

The day was very helpfully supported by regular Woodlands Café volunteers June Merrett & Marina Batt, who made a MOUNTAIN of sandwiches, salads & endless cuppas, so thanks go to them. Ellen Tumelty (In-patients lead nurse) also welcomed and thanked the visitors, giving the group a thorough warm-up and stretch session, and Pip Hobby (Fundraising team) gave tours of the Hospice to anyone who wanted one.

Incidentally, the photo was taken at the start of the day – all participants were a lot muddier and more tired-looking by the end of it!

The event was also sponsored through the RBS "Get your Hands Dirty" campaign, brokered by Help the Hospices: yes! the cheque really *does* read £1,190! So – not only a lot of work achieved, but money for the Hospice, too. Other RBS teams are expected on Wednesdays 20th & 27th and Friday 29th July. Any CRBd volunteer who knows a hanging basket from a bell-pull or a hellebore from a hebe would be very welcome to facilitate at these days: please contact Barbara Oakes.

Volunteer of the Month Award for May 2011 ...

Goes to every member of the Volunteer Team at the Bexleyheath MALL SHOP. Nominated by shop manager Sue Harris for excellent support and hard work, AND by Lottery Manager Stacey Booth for consistently exceeding lottery sales targets, thus maximising income for the Hospice.

Very well done and THANK YOU.

(Since the shop has now closed, your certificate will be sent or passed to you individually.)

TYPE OF ROLE (alphabetical order)	LOCATION	WHEN NEEDED	NUMBER TO RING FOR FURTHER DETAILS
Administration & clerical team (office experience and good aptitude required).	Hospice (Bostall Hill) Q.E. Hospital (Woolwich Common) Retail and Fundraising Depts (Welling and Community)	Some roles require regular, min 1 day-a-week help, some are "as and when", varying with exact role and dept.	Volunteers Dept 020 8320 5812.
Assistants for retail outlets	See under "Shop assistants"		
Café Assistants / Bakers	Hospice	Minimum 1 day/week	Head Chef 020 8320 5814
Drinks Trolley Servers (and general patient/visitor support)	Hospice	1 day per week	Volunteers Dept 020 8320 5812
Drivers 21yrs old +:			
1. Minibus/van (with full licence)	Bellegrove Parade & Community	Weekdays, some weekends for events	Distribution Centre Manager 020 8319 9232
2. Of own car for patient transport (full licence and suitable insurance required)	Community & Hospice	Morning and afternoon on minimum 1 day/week: Mondays, Tuesdays &/or Thursdays	Transport co-ordinator (Day Hospice) 020 8312 2244
E-bay sales / packers	Bellegrove Road, Welling	Whole days preferred	Retail Manager 020 8319 9237
Events Support team – marshalling, running stalls, set up and clear down of tents, etc	Community & Hospice	Usually evenings and weekends (see website Events Calendar)	Fundraising co-ordinator 020 8319 9236
Flower Care team	Hospice wards & public areas	Around once per week	Volunteers Dept 020 8320 5812
Gardeners & routine Maintenance team	Hospice grounds	Any day	Facilities Manager 020 8320 5810
Incoming Goods Sorters	Bellegrove Parade, Welling	Minimum 1 day/per week (Monday to Saturday am)	Distribution Manager 020 8319 9232
IT Dept volunteers – excellent IT skills required 1. For IT Support / helpdesk 2. For Web site updates	Bostall Hill, IT Dept	Various.	IT Manager 020 8320 5823
Kitchen Assistants (some experience / aptitude required)	Hospice	Minimum 1 day/week	Head Chef 020 8320 5814
Lottery Promotions (Hospice Lottery)	Community events & Shops	By arrangement	Lottery Manager 020 8319 9240

"Open Gardens" Team – needs excellent organisational and teamwork skills.	Community	Throughout the summer – mostly Sundays.	Fundraising co-ordinator 020 8319 9236
Photographer for events / publicity	Community & Hospice	As per Events Calendar	Community Fundraiser 020 8319 9235
Portable Appliance Testing and Electrical Shop Assistants	Welling	Any week day	PAT Shop Manager 020 8301 5032
Receptionists	Hospice Reception	Evenings 5-8pm and weekends (Some weekday slots available)	Volunteers Dept 020 8320 5812
Retail Maintenance Support	Retail outlets & Welling offices	Various	Deputy Retail Manager 020 8319 9231
Shop Assistants	Bellegrove Parade; Belvedere; Bexleyheath (Broadway & Pickford Lane) Eltham; New Eltham; Blackheath – (Stratheden Parade); Sidcup; Greenwich (High Rd, Trafalgar Rd); Northumberland Heath; Welling (General shop; Electricals shop).	Various shifts especially Saturdays	Call in to nearest shop and speak to the Manager.
Therapists (fully qualified & insured) for complementary therapies (massage, Reike, reflexology, aromatherapy, etc)	Hospice (Day Hospice & wards)	Any day	Lead Nurse (Therapies) 020 8320 5808
Till Reconciliation / Book Keeping – love of number-crunching essential.	Hospice Reception / café	1 hour at least three times weekly, flexible	Volunteers Dept 020 8320 5812

Availability of opportunities changes constantly. Whilst this list is updated regularly, availability of any role cannot be guaranteed at the point of applying due to the varying lengths of time that the application process may take, especially where a Criminal Records Bureau (CRB) disclosure is required.

Further details

All volunteers must apply using the GBCH Volunteer Application form. These are available, together with detailed role descriptions, and a CRB application form where applicable, from the Volunteers' Department tel 020 8320 5812 by e mail barbaraooakes@gbch.org.uk or from the relevant shop – where you can discuss current shop vacancies with the shop manager.

NB: A CRB disclosure is required for any applicant who would be based at the hospice premises. Occupational Health Clearance is also required for certain roles that have close contact with patients or involve driving. Application forms for CRB and OH cannot be e-mailed.

GBCH now part of new 24-hour service...

As part of the Greenwich Care Partnership, (GCP) our new Hospice at Home Team provides the day-time part of a new 24/7 service. The night-time part is covered by Marie Curie Cancer Care, and the evenings by the Rapid Response District Nursing Team. Patients and carers can ring one central number to access the new partnership services, which cover care, symptom control, advice and support to families, carers and patients who wish to remain at home at the end of life.