Volunteering in NHS Forth Valley
Dear Volunteer

On behalf of NHS Forth Valley I would like to take this opportunity to thank the Volunteers for your time, dedication and commitment given to NHS Forth Valley.

The difference the role of a volunteer can make to a patient or family member is immeasurable. As volunteers you don’t look for recognition for what you do yet you come back time after time, with such enthusiasm and for this we are truly grateful.

People volunteer for many different reasons but for whatever reason you volunteer, you provide support, skills, talents and abilities to give someone hope and strength and the courage to face another day.

It has been a pleasure and a privilege to support Volunteering in NHS Forth Valley. I am humbled by your generosity of spirit and your compassion. It is all of you who so generously give your time, your warmth, your humour and your caring. Thank you for volunteering.

Yours sincerely

[Signature]

Professor Angela Wallace
Executive Nurse Director
NHS Forth Valley
Braveheart offers a range of health promotion activities that contribute to improving health and reducing health inequalities in the Falkirk Area.

Walk with Braveheart supports older adults to become more active, promote social interaction within the community and encourage the use of local paths and green space.

Braveheart currently has over 30 active walk leaders who have trained with Braveheart to lead or support weekly and monthly walks.

Braveheart also supports a Health Mentoring service, supporting individuals at risk of developing heart disease or type 2 diabetes, they provide information and support people to make health related lifestyle changes.

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**Spiritual Care Volunteers**

We are fortunate to have a group of volunteers to enable patients to attend a short fortnightly service in the quiet room in the Spiritual Care area of Forth Valley Royal Hospital.

The spiritual care volunteers role consists of collecting patients from wards, attending to a patients non-medical needs throughout the service, and taking them back to the wards afterwards.

The spiritual care volunteers also visit patients on wards offering a listening ear and supporting patients during their time in hospital.
Patient Public Panel

The NHS Forth Valley Patient Public Panel (PPP) celebrated its 10th anniversary in December 2014. It was established in 2004 as a means of ensuring that the perspectives of patients, carers and members of the public are at the heart of improving patient care and experience. The group is made up of volunteers who reflect a broad range of the population we serve. Throughout the last year, the Panel’s Steering Group has worked hard to develop a revised Terms of Reference, reflecting its evolvement to align its focus closely to the outcomes of NHS Forth Valley’s Local Development Plan. Particular areas of interest have included: long term conditions, productivity and efficiency, quality and innovation, patient safety and communications.

Public Partnership Forum

The aims of the Public Partnership Forum (PPF) are to ensure that the public across the whole of Forth Valley are kept informed about the range and location of Health related Services provided and to involve the local community in discussions about how to improve Health Services. The PPF supports wider public involvement in planning and decision making and helps break down barriers that prevent equity of access to services. The PPF volunteers bring with them a wide range of talents, experiences and knowledge.
**Friends of Forth Valley**

The Friends of Forth Valley Royal Hospital is a voluntary organisation consisting of local residents who dedicate their time, energy and effort towards raising funds for the benefit of hospitals, patients and staff throughout NHS Forth Valley.

The Friends are completely independent of NHS Forth Valley. They manage their own affairs and distribute funds in accordance with their own objectives and priorities.

The objective of the group is to promote the comfort and welfare of Forth Valley Royal Hospital patients and staff and provide additional amenities which are not provided by the National Health Service.

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**Oncology Unit Volunteers**

The most important aspect our volunteers provide is chatting and offering their time to patients and relatives who are visiting the Unit.

Patients and relatives appreciate the time that the volunteers offer them and this can often assist in reducing the stress and anxiety that patients and relatives may feel at this time.

Volunteers offer their support to patients in the treatment area and within the waiting room and the support they provide is invaluable, from making a cup of tea to helping the patients pick hats and scarves.

The difference the role of the volunteer makes within the Oncology Unit is immeasurable, the volunteers work in partnership with the team and compliments the service provided by the Oncology Department.
**Forth Valley Information Group**

Forth Valley Information Group (FVIG) was formed five years ago. The aim of the Group was to provide a patient reference group who would inform a two year learning disability anticipatory care project, that was delivered by two learning disability nurses and a speech and language therapist.

The group along with the support of staff from NHS Forth Valley review health information leaflets, to make them more accessible, the group review the leaflets and suggest changes, and then review the leaflets again once the changes have been made.

The work of FVRG has been recognised nationally as an example of best practice and has led to the group working on national programmes and initiatives.

FVIG is a necessary and valuable tool in ensuring NHS Forth Valley meets it’s commitment to providing accessible information for all. The support from NHS Forth Valley staff at all levels has been crucial to ensuring the continued success of the group.

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**So Precious**

So Precious is a charity that was founded to support neonatal and paediatrics in Forth Valley following the birth of my son Lliam, who was born critically ill. I was overwhelmed with the support and outstanding care from the neonatal team. While setting up So Precious, I met Lorna Blue who had a shared passion and desire to give back as her daughter Louise was very sick and also needed the support of the Neonatal team.

We host an annual ball to raise money and our most recent ball raised £30,000. Since we started we have raised over £250k, we have been able to donate equipment to the units from a Vivid S5 Scanner to ipad’s for the children’s ward to support teachers.

Perhaps the thing we are most proud of, is the knitting group. We have a team of dedicated knitters who meet regularly and share patterns and knit tiny hats and cardigans to fit premature and sick babies. In fact, they are now so busy that they host sales in the foyer of Forth Valley Royal Hospital each month where they sell their surplus knitting and donate any proceeds back to the charity. They are incredible.
**Fair For All**

The group oversees the implementation of NHS Forth Valley’s Equality Delivery Mainstreaming and is a mechanism for performance management.

As well as involving members of staff from within NHS Forth Valley, this group includes volunteer advisers representing local communities. The advisers have knowledge of the issues and have concerns of people from diverse backgrounds and a keen sense of equality and social justice.

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Royal Voluntary Service wants to help create a society where everyone feels valued and involved whatever their age. We provide practical services in homes, in hospitals and in communities. Royal Voluntary Service is one of the largest voluntary organisations with more than 35,000 volunteers making a huge difference to the lives of the older people we support throughout the country.

**Cafe volunteers** serve refreshments in our local hospitals and health care centre cafes and help to make hospitals visits a little brighter for patients and visitors. In recent years money gifted to the NHS has funded a variety of projects including the Sensory Gardens at both Stirling and Falkirk Community Hospitals.

**On-ward volunteers** support patients staying in hospital and help brighten up their day. Many older patients in hospital do not have regular visitors and our volunteers make sure they stay happy and engaged. Volunteers stop by for a friendly chat or organise and participate in activities e.g. musical bingo, craft sessions or sing-a-long sessions. Sometimes the role goes beyond the Ward to undertake garden duties so that when the sun comes out patients can sit with family and friends in pleasant surroundings.
Retired and Senior Volunteering Programme (RSVP)

RSVP provides volunteering services to 9 different areas throughout NHS Forth Valley, where 65 volunteers spend over 240 hours of their time.

The volunteers contribute a lifetime of skills, talent, experience, commitment and time to the community and it is an opportunity for them to learn new skills. They enjoy health benefits through raising self esteem and a feeling of self worth, having a purpose in life and enjoying the feeling of being needed.

Radio Royal is the Hospital Radio Service for NHS Forth Valley. The dedicated team of volunteers donate their time and skills to bring music to the patients of Forth Valley 24 Hours a day 7 days a week.

Radio Royal is based in Forth Valley Royal Hospital, they provide a bedside service to the patients there, and are also now available to other health care facilities in the area via the new online service.

Radio Royal has a diverse team of volunteers that support all aspects of the station from presenting live shows and producing our own material to ward visiting and fundraising.
Feel Good Project

Forth Valley patients who have lost their hair through chemotherapy are being given a helping hand through the Feel Good Project. The project set up by Jill Lauder, owner of Lady J’s Unisex Hair Salon, Grangemouth, aims to support ladies who have lost their hair through chemotherapy and to make women feel better at what can be a very challenging time in their lives.

Jill opens up her hair salon on the first Monday of every month for patients across Forth Valley to come along, have a wig fitted, and also have the opportunity to have a mini makeover session and advice on skincare and makeup. This is provided at no cost to patients.

The project is also supported by Forth Valley’s Macmillan One-to-One Service who also go along to the salon to offer support and advice.

Not only do the ladies benefit from a relaxed styling session but they also get the equivalent of a new hair style which can work wonders for their confidence and wellbeing.

Nurses Choir

Midwives Choir
To recognise and celebrate the outstanding work of volunteers, NHS Forth Valley hosted a celebration event in December 2015. This provided an opportunity for staff to thank our volunteers for the huge contribution, support and commitment they make working with patients, families, carers and staff to enhance patient experience. Volunteers shared their experiences and described their complimentary roles within NHS Forth Valley.

NHS Forth Valley works in partnership with a number of volunteering organisations and including our directly engaged volunteers were presented with a plaque in recognition of their hard work and support.
To help with the celebration Ladeside Primary School Choir were invited along to the event, they sang a selection of songs and were able to show their skills by singing in Spanish. They also performed a song in Makaton sign language.
Receiving Investing in Volunteers Award 2015