



Volunteering  
in  
NHS Forth Valley





Dear Volunteer

On behalf of NHS Forth Valley, I would like to take this opportunity to thank you 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

A handwritten signature in black ink, appearing to read 'Angela Wallace', written over a light grey rectangular background.

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 volunteer's role consists of collecting patients from wards, attending to patient's 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.

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## Patient Public Panel

PPP members are involved in more than fifty different activities to represent patients, carers and members of the public. They assist in gathering information on patient experience, catering, housekeeping and infection control and also provide feedback and comment on patient materials to make them as 'user friendly' as possible.



Members also make up thousands of packs with information and support materials for recently bereaved people. Staff education is supported by a number of members playing the role of patients at the Clinical Simulation Centre, where their work is of 'Oscar' winning standard!

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## 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 continues to support wider public involvement in planning and decision making and helps break down barriers that prevent equity of access to services. As we have now moved into Health and Social Care Integration there are PPF members elected by the wider Public across Forth Valley to represent their views of the Integration Joint Board and the Strategic Planning Groups for the Falkirk Partnership and also the Clackmannanshire and Stirling Partnership.

The PPF volunteers bring with them a wide range of talents, experiences and knowledge.



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## 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 complements the service provided by the Oncology Department.

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## So Precious

So Precious is a charity dedicated to raising funds to support Neonatal, Maternity and Paediatric Services within NHS Forth Valley.

Since 2011, they have raised over £360,000, a fantastic achievement. This money has been used to buy various pieces of equipment that benefit patients and families.

One of their proudest achievements is the knitting group. They 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.



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## Forth Valley Information Group

Forth Valley Information Group (FVIG) was formed seven years ago. The aim of the Group was to provide a patient reference group which would inform a two year learning disability anticipatory care project.

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



The work of FVIG 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 its 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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## Fair For All

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

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



Royal Voluntary Service (RVS) 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. RVS 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 hospital 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 in pleasant surroundings.

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# VOLUNTEERING MATTERS

FOR RSVP

## Retired and Senior Volunteering Programme (RSVP)

Over 80 volunteers give freely of their time, skills and experience to support patients, visitors and staff in 13 different areas across NHS Forth Valley. They contribute to the well-being of all by being a listening ear, and a helpful and friendly face with the aim of making a visit to the hospital a better experience.

Volunteers enjoy giving something back to their community and know that their commitment is appreciated and recognised.



Radio Royal is the Hospital Radio Service for NHS Forth Valley and is celebrating its 40th birthday and a studio upgrade

this year. 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, providing a bedside service to the patients there, and is 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, producing original material, ward visiting and fundraising.

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## 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 hairstyle, which can work wonders for their confidence and wellbeing.

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## Arts and Wellbeing Volunteers

The Arts and Wellbeing volunteers are committed to providing a service to patients with dementia. Based within wards at Forth Valley Royal Hospital, they support patients to enjoy various activities such as arts and crafts, dominoes and sitting and chatting of days gone by.

As well as sitting with the patients and chatting to them, the volunteers often host tea parties and sing-alongs as well. These are always hugely popular and



families and staff thoroughly appreciate the time and dedication the volunteers give so freely.

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## Nurse's Choir

The NHS Forth Valley Nurses Choir brings together nurses from across many different fields who give freely of their time to entertain patients, colleagues and members of the public, raise money for good causes, raise the profile of their profession and enjoy the many benefits which singing in a choir can bring.



The choir aim to bring cheer to help people experiencing illness, cope with the stress and worry that this can cause. They are passionate about bringing a smile to their patients and carers faces and know that little things can make a big difference.

They sing in patient areas on a regular basis and love to sing along with the patients and their relatives – watching them smile, sing and tap their hands and feet in time to the music. They bring joy to the lives of many patients, including those who do not have any visitors or family living close by.

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## Mr Jim Colley – Jeweller

The Women and Children's Unit Bereavement Team purchased a Memory Tree for the Spiritual Centre in December 2015. This is a place where families can place an engraved leaf on the tree in memory of their pregnancy loss, stillbirth or baby/child death.

Mr Colley kindly agreed to engrave these leaves free of charge. Since the start of this service, he has engraved over 60 leaves. Without his generous help, this service would not exist.



Families who have put a leaf on the tree have responded that these leaves mean so much to them as for many this is the only tangible reminder of the baby they lost. Although his volunteering does not involve coming into the health care setting he makes a tremendous contribution to supporting families who have suffered a loss.

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## NHS FV Mental Health Volunteers

Dedicated to those experiencing mental health issues, these volunteers have been instrumental in keeping projects such as the Pedal Forth Cycling group running.

They have all overcome personal difficulties to be at a point where they can give their own time to other mental health service users as tremendously inspiring role models and as peer supporters. This has also helped them to be empathetic, responsive and appropriate, volunteering within this challenging area.



They ensure that the physical activity groups they help facilitate reflect the needs of the patients attending and regularly attend meetings, focus groups and feedback suggestions for service improvement.

Out with the Forth Valley groups, they offer support accompanying patients to other community activities such as stress control, organised classes or just being a friendly ear with a cup of coffee.

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## Welcome Volunteers

The Forth Valley Royal Hospital welcome volunteers service started in September 2016 to provide a warm and polite welcome to members of the public, give directions and to explain the resources and services available to patients and the public.

They listen and respond to patients and members of the public and encourage feedback. They also promote volunteering opportunities both with NHS Forth Valley and partner organisations such as RVS and Maggie's Centre. The volunteers are a caring and empathic group of people who give of their time freely to improve patient experience at FVRH and to complement the role of staff



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## Patient Experience Volunteers

Patient Experience Volunteers carry out regular surveys in Forth Valley Royal Hospital to talk and listen to patients and encourage them to give their feedback.

This feedback is welcomed by Clinical Teams, Serco and the Patient Relations Team as valuable in improving patient care and experience.



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## Investing in Volunteers

NHS Forth Valley is proud to be an Investing in Volunteers achiever since 2011, having received the award in 2017 for the third time. Investing in Volunteers is the UK quality standard for all organisations which involve volunteers in their work.

We value our volunteers and remain committed to volunteering within our organisation.



