On the evening of 4th June the Health Board’s Inaugural Volunteering Recognition Event took place at the Christchurch Centre, Newport. This first edition of Volunteering News pays tribute to the contribution of all our volunteers and shares some highlights from the Event.

We hope you enjoy it!
The Programme

6:45 Arrival & Reception
7:15 Welcome & Montage
7:30 Buffet
8:00 Cutting of Celebration Cake
8:05 Award Presentations
9:10 Cake, tea & coffee and Photo opportunities
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Introduction to the Recognition Event by Judith Paget, Chief Executive

Judith Paget, ABUHB Chief Executive, was keen to highlight the importance of formally recognising volunteering within the Health Board. She was delighted to introduce what she hoped would be the first of many annual events.

The aim of the event was to honour the contribution of all volunteers, whilst those invited were recognised in particular for their dedication and efforts. Judith was aware that the event was just a snap shot of the excellent contribution made and **formally thanked all volunteers** on behalf of the Board for their dedication and commitment.

Introduction to the Awards Ceremony by David Jenkins, OBE, Chairman

The Chairman conveyed how difficult it had been for the judging panel to choose the Winners and Runners-Up, because of the strength of the nominations received.

The categories reflected the size and diversity of the Health Board’s activities and the many and varied ways in which volunteers across the organisation contribute in such a valuable way.

The Chairman also paid tribute to the Health Board’s Partner Organisations in the Third Sector, without whom we simply could not provide such a broad and valuable range of volunteering services.

Highlight of the evening:

"The diversity of people and projects featured and the warmth and recognition communicated from the highest levels of the UHB"
Award Winners and Runners Up

**Enhancing Patient Experience**
Winner: North Gwent Cardiac Rehabilitation & Aftercare Charity
Runners Up: The League of Friends Trolley Service (County Hospital)
            The Robins Service

**New Volunteer**
Winner: Claire Jones, Sunflower Project
Runners up: Huw Howells – Sparkle After School Club
           Rhian Spencer - Mealtime Companion

Clare Jones, Sunflower Project, being presented with her award by
David Jenkins, Chairman
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Award Winners and Runners Up

Staff Volunteering in the Community
Winner: Stuart Nixon, MS Society trustee and fundraiser

Volunteer Scheme or Project
Winner: Education Programme for Patients
Runners up: Sunflower Project
Valleys Life After Stroke Group

Members of the Education Programme for Patients Volunteer team enjoying each other’s company
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Award Winners and Runners Up

Service Improvement or Innovation
Winner: C.H.A.aT Volunteer Service
Runners up: Newport Community Counselling Service (NCCS)
ICU Steps Abergavenny/Newport

Volunteering Star
Winner: Colin Hector; Cruse Bereavement & Counselling Volunteer
Runners up: Katie Beresford; Alzheimer’s Society Volunteer
League of Friends, Royal Gwent Hospital

Colin Hector pictured with Robert Dutt,
Chairman of Aneurin Bevan Community Health Council
Young Volunteer
Winner: Niall Taylor; Serennu Youth Club Volunteer
Runners up: Katie Harris; Cardiac Rehabilitation Volunteer

Winner—Young Volunteer Award: Niall Taylor

Award winners pictured with staff from Serennu Children’s Centre: Left to Right: Lisa Thomas (Back), Oliver Leverton, Joab Pelling, Niall Taylor, Morgan Hall, Ben Powell
Poetry Competition (Young People)

Winner: Sparkle After School Club

Oliver Leverton, Joab Pelling and Morgan Hall, representing the Sparkle After School Club with their framed poem and certificates
Aneurin Bevan Volunteers by Rhian Lewis

Aneurin Bevan Volunteers, so much to you we owe
Because your hearts are focused on our patients, this we know.
Come rain or shine you play your part, determined to improve
Days in hospital for young and old, we know that this is true.

Each and every one of you are honoured here today
For all the acts of kindness, love and care that you display.
Generous in giving of your time it’s clear to see
How wide you open up your hearts – please be there when I’m in need!

In taking time to recognise the volunteers involved
Just let us focus on the breadth of schemes that have evolved.
Knowledgeable welcomers, who help patients find their way
Listeners who help patients give feedback and have their say.
Maternity buddies, who make a difference for new mums
Neighbourly befrienders, who help patients make new chums.
Out of hours blood bikers transport notes that doctors need
Pets as therapy visitors with dogs from different breeds.
Quizzes, sing-a-longs and bingo with Sunflowers brighten the day
Rollers and dryers with hairdressing students to keep the blues away.
Serennu and Sparkle, so many volunteers, keep going and please don’t stop!

Trolley services visiting patients who cannot get to the shop.
Unstinting help from the League of Friends who give so much back in support
Volunteers with RVS cafes and shops who supply patients when caught short!
With Robins supporting older folks and critical in the emergency department
Xtremely grateful are we to all our volunteers, you’re truly heaven sent.
Youngsters and those who are more mature, we wish to salute your Zeal, long may it continue, forever more, this evening is all about you!
In Praise of Volunteers by Hywel Griffiths

I’ve just taken five minutes to write this little rhyme,
In praise of those special people willing to give up their time!
They do this quite gladly because they are people who care,
And at any time you need them – they will always be there.

These volunteers are vital to our service – The National Health,
They contribute because they want to – not because of the Wealth!
And perhaps special praise should go to those quite often unsung;
These people often criticised are those volunteers who are young.

What they do should not just be recognised by their generation,
But should be lauded and celebrated by the whole of the Nation.
They should be seen as an example, and as role models for all,
And my message to them, is to stand proud and stand tall.

Then my message to all you very special volunteers,
Enjoy being in the limelight and we’ll raise up some cheers,
To give you recognition and praise, which is so richly deserved,
For those volunteers who ensure that we are so well served.

Thank You – Diolch!
‘Good Morning’by Lisa Harwood

Good Morning
Good Morning
Good Morning
I hear as they
Walk on by

Good Morning
Good Morning
Good Morning
The day it
Seems to shine

Good Evening
Good Evening
Good Evening
A sing a long we’ve
Planned for next time

Good Morning
Good Morning
Good Morning
I hear as they
Walk on by

Good Evening
Good Evening
Good Evening
I rest knowing tomorrow
You will be back with your smile
Long Service Volunteering Awards

Long Service Awards: 10 years
Sr Josephine Egan  Chaplaincy Volunteer Service
Mrs Beryl Williams  RVS (Royal Voluntary Service) Ysbyty Ystrad Fawr
Mrs Brenda Barrowman  Royal Gwent Hospital Welcoming Service
Mrs Valerie Cheeseman  Royal Gwent Hospital Welcoming Service
Mrs Brenda Cobner  RVS (Royal Voluntary Service) Nevill Hall
Mrs Sylvia Collin  RVS (Royal Voluntary Service) Nevill Hall
Mrs Pauline Williams  RVS (Royal Voluntary Service) Nevill Hall
Mrs Margaret Perfect  RVS (Royal Voluntary Service) Nevill Hall
Mrs May Davies  RVS (Royal Voluntary Service) Nevill Hall
Mrs Barbara Hills  RVS (Royal Voluntary Service) Nevill Hall

Long Service Awards: 15 years
Mr Peter Parry  Royal Gwent Hospital Welcoming Service
Mrs Jean Hennessy  Royal Gwent Hospital Welcoming Service
Mr Kiron Hone  Royal Gwent Hospital Welcoming Service
Mr John Gale  Chaplaincy Volunteer Service
Mrs Lesley Barwell  RVS (Royal Voluntary Service) Nevill Hall
Mrs Joan Finch  RVS (Royal Voluntary Service) Nevill Hall
Mrs Marjorie Rutter  RVS (Royal Voluntary Service) Nevill Hall
Mrs Sheila Woodhouse  RVS (Royal Voluntary Service) Nevill Hall
Mr David Williams  RVS (Royal Voluntary Service) Nevill Hall

Long Service Awards: 20+ Years
Mrs Magdha Massih  RVS (Royal Voluntary Service) Nevill Hall
Mrs Anne Williams  RVS (Royal Voluntary Service) Nevill Hall
Mrs Patricia Wright  RVS (Royal Voluntary Service) Nevill Hall
Mrs June Jenkins  RVS (Royal Voluntary Service) Nevill Hall
Mrs Anne Griffiths  RVS (Royal Voluntary Service) Nevill Hall
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Photos of some of our long service volunteers

Volunteers receiving their 10 year long service awards pictured with Judith Paget, Chief Executive and David Jenkins, Chairman

Kiron Hone, Royal Gwent Hospital Welcoming Service with his 15 year long service certificate

RVS Long Service Volunteers, Nevill Hall pictured with their manager Gill Molyneux
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Aneurin Bevan University Health Board would like to thank everyone who nominated an individual or group for our inaugural recognition award event.

Special thanks go to our partners and all who volunteer with us, for the benefit of patients and their families.

Highlights of the Evening:
Feedback from those who attended

“Seeing so many deserving people honoured”

“Seeing the young people win their awards”

“Seeing so many fantastic people acknowledged for their contributions to our NHS”

“The realisation of the amount of volunteers within Aneurin Bevan that provide an invaluable service”

“Realising that there are so many worthwhile projects/amazing people”

“Humbling experience, being amongst so many committed and passionate people”

“Seeing volunteers valued, beautiful photos, wonderful music – really inspirational, made me feel proud to be a volunteer in ABUHB”

“Recognising everyone and not just the winners”

I thought I was at the Oscars!
Volunteers recognised during the last year

Understanding Disability Awards 2014

Congratulations to Ieuan Coombes, one of the Sparkle Children and Young People’s Ambassadors who was nominated and selected by the judges to receive an award in the volunteer category. The presentation took place in Cardiff Bay in November. The judges were particularly impressed with all of Ieuan’s hard work in helping to set up the Fun and Furious club, helping with staff interviews at the Centre and being a role model for other children and young people who have a disability or developmental difficulty.

ABUHB Staff Recognition Event 2014: Partnership Working Award

The Robins Service won the Partnership Working Award, by demonstrating outstanding co-operation, collaboration and partnership working to deliver better outcomes for the patient.

Pictured left to right are Robin volunteers: Linda Goldsworthy, Christine Tucker (Co-ordinator), Marion Collier, Glyn Thomas and Ann Thomas.

ABUHB Nursing & Midwifery Conference Volunteering Award 2014

The Sunflower Volunteer Project were overall winners of the Nursing and Midwifery Conference 2014 Volunteer Award. The service has a ‘can do’ and caring approach and have developed excellent relationships with staff. The volunteers gather feedback from patients which clearly demonstrates the huge difference that the project is making.

Ann Bennett (centre) Sunflower Volunteer holding the award, with Donna Evans, Sunflower Co-ordinator (left) and Allison Randall, Support Worker (right)
Caudwell Children’s Charity have been operating in South Wales since August 2012 and have gone from strength to strength since then to support over 300 families of children with disabilities or a life limiting condition in 2014.

More recently the organisation has set up a working partnership with ABUHB to establish a volunteer service in the children’s outpatient clinics at Nevill Hall Hospital. The service provides play activities to all children in the waiting room in the hope that it will make the hospital appointment a more pleasurable experience.

Volunteers also aim to promote the charity and engage with families who need their support.

The project has been a great success so far and we are looking forward to expanding the service into other areas of the Health Board.

If you would like more information on the support available from Caudwell Children, please do not hesitate to get in touch with Anna Morris 07824 431868 or Rhiannon Gray 07585 004092 or visit the website – www.caudwellchildren.com
**Action on Hearing Loss ‘Hear to Meet’ Volunteer Service**

Action on Hearing Loss are working in partnership with the Health Board’s Audiology Department to provide the ‘Hear to meet’ volunteer service. The service gives people with hearing loss the opportunity to meet up over a cup of tea or coffee and exchange experiences and information. Volunteers provide support to people newly fitted with a hearing aid, or longer term users, carrying out basic maintenance tasks and issuing batteries.

For further details please see:
http://www.actiononhearingloss.org.uk/

**Boost for patients at St Woolos as Robins Service joins forces with local college students**

When patients completed questionnaires about the Robins service many of the patients said “I wish I could have my hair done”.

The Robins Co-ordinator Christine Tucker took this on board and began forging links with Cross Keys College Hair and Beauty Department. After several months of planning, around 20 students and tutors from the college now attend St Woolos Hospital monthly in term time to cut, blow dry and style over 20 patients on the ward.

It is so inspiring to see patients arriving to the make shift “Salon” in the day room looking sad and forlorn and leaving smiling and checking in the mirrors to see how lovely they look! The Sister said: “The Ward was buzzing!”

Christine is contacting another college to see if the service can be expanded.
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Our newest recruits!

Pets as Therapy Visitors

The Health Board have been working with the Pets as Therapy Charity for a number of years. Volunteers provide therapeutic visits to hospitals with their own friendly, temperament tested and vaccinated dogs. All volunteers and their dogs must be registered with the Pets as Therapy organisation prior to taking on this role.

The volunteers and their dogs provide regular visits to patients on identified wards, thereby reducing feelings of isolation and loneliness.

They bring comfort and companionship to patients, by giving them the opportunity to stroke, hold and talk to the calm and friendly dog.

The Health Board is always on the look out for new volunteers who are registered with Pets as Therapy. Our latest recruits are: Llewellyn (Welly) and his son Sunny, together with their owners! Here’s a photo of father and son, a couple of years ago! Sunny is now all grown up and already has experience of visiting patients in a local nursing home. If you’re lucky enough to see them on their official duties they will be wearing their Pets as Therapy working yellow jacket and lead!

For further information about the scheme please see http://www.petsastherapy.org/

If you would like to be kept up to date with Volunteering in Aneurin Bevan University Health Board please see www.wales.nhs.uk/sitesplus/866/page/75245 or contact rhian.lewis2@wales.nhs.uk