



Sheffield
Hospitals
Charity

Voluntary Services & Arts in Health

Annual Report 2021-2022

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TO MAKE A
DIFFERENCE**

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Introduction

2021/22 has been a positive year in Voluntary Services with both volunteers and arts programmes returning to clinical areas. This report will outline the key achievements, new projects delivered and future plans for both Volunteers and Arts in Health.

The aim of both teams is to improve the experience of visiting or staying in hospital for patients as well as supporting visitors and staff. In that aim we are supported by Sheffield Hospitals Charity who fund all posts within the Arts in Health Team and some posts within the Volunteers team as well as various activities and resources including volunteer expenses. We are very grateful to them for their support.

In Arts in Health many beautiful artworks have been installed across the Trust, musicians have returned to entertain patients and the new Ward Activities volunteer role has been launched. Various staff art clubs have been popular and two special projects with specific patient groups have begun. The new Pick me Up Pages resource for patients has been developed and staff have enjoyed relaxing with staff art boxes.

Volunteers have continued to support many departments across the Trust and have been positively welcomed back to areas such as Chemotherapy Daycase at Weston Park and have continued to support the COVID-19 vaccination programme at sites from the Sheffield Arena to the current centre at Longley Lane. This year also saw the creation of the Volunteer Hub at the Royal Hallamshire Hospital, providing a base for Active Response volunteers and a place for all volunteers to collect resources and equipment.

Emma Scott

Voluntary Services Manager

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Friday early shift at vaccination centre



Brightside Music – playing on various wards

If you have any questions about the work of the Voluntary Services Team please contact us on 0114 2715735 or email sth.volunteer@nhs.net or sth.arts@nhs.net

Follow us on social media – Twitter @Sheffhospvols @ArtsSth – Facebook @Sheffhospvols @ArtsinHealthSTH – Instagram @arts_at_sth

Please also see our dedicated Arts in Health website <https://arts.sth.nhs.uk/>

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Arts in Health – Visual Arts

12 new artwork installation projects completed by Arts Coordinator, totalling 38 new pieces of artwork (36.6 metres of art). Total value of **£16,000** funded through a combination of Trust funds, department budgets, donations and capital scheme funds.



Sexual Health – Jo Peel



Osborn Garden - Faunagraphic



Hand Centre - Sara Boccaccini



Hunstman Reception – Damien Hirst

“Thank you for our lovely piece of artwork. It makes me smile every time I walk past it.” Susan Hitchen, Commissioning Manager

“My journeys across the sites are often interrupted by enjoyment of the displays – welcome and restorative! Thank you for your role in that essential provision.” Godfrey Gillett, Consultant

Artworks Installed	
RHH	Urology Outpatients
	Sexual Health
	Stonegrove Centre
NGH	Huntsman Reception
	Theatres - organ donation family room
	Osborn Garden
	Hand Centre
	Pharmacy
Weston Park	Firth 2
	Quiet Room
Community	Radiology
	Wheata Dental Clinic



Wheata Dental Clinic – Dan Savage

Arts in Health – Visual Arts

The **Wall of Thanks**, which hung in the Seven Hills Gallery in 2020, was always intended to be shared across the Trust when the initial exhibition came down. When the call went out, a total of 56 boards were ordered across all 5 main hospital sites, funded by departments themselves, showing the enthusiasm for the project. Procurement and install was coordinated by the Arts Coordinator.



E Floor - RHH



Urology



Patient Booking Hub

The **Seven Hills Gallery** has seen 2 exhibitions in 2021/22 from artists Cath Dunn and Kate Grant which have been enjoyed by patients, staff and visitors alike.



Cath Dunn views her work



Kate Grant – NHS Portraits

"I would just like to say how brilliant and beautiful the gallery is.

I hope to see more galleries around the trust as it make the corridors less dull and boring.

Keep up the fantastic work you all are doing in the art department to make the trust corridors more happy to walk down."

Sam Elliott – Pharmacy Procurement

Arts in Health - Music Concerts

Music Concerts returned to wards in November 2021



Sarah & Ruth – Chesterman 2



Manny – Xmas concert – NGH Critical Care



Rosie & Matthew – Chesterman 2

We have our own Musicians Hub comprising of **9** local musicians

12 concerts are now taking place per month with a total of **34** concerts delivered since they restarted in Nov 21

An average of **120** patients benefit from the concerts each month

“A lady in a side room was quite agitated but she seemed to calm down while listening to the music, stopped shouting out and thanked us as we finished. Another patient was leaning back in his chair, closing his eyes and smiling, obviously enjoying relaxing to the music. A patient's expression completely changed and a wide grin spread right across her face.” Musician, Q1

“Very enjoyable, out of the ordinary and something we wouldn't experience otherwise” Patient, Chesterman 2

“Music lifts the mood of the ward” Therapist, Q2

Hospital	Ward	Speciality
NGH	Brearley 5	Geriatric
	Brearley 6	Geriatric
	Brearley 7	Dementia
	Chesterman 2	Cardiac
	Critical Care	Critical Care
RHH	Firth 2	
	Critical Care	Critical Care
	F1	Urology
	G2	Geriatric
	I1	Head and Neck
	Q1	Respiratory
	Q2	Stroke

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Arts in Health - Ward Activities Volunteers

185 sessions have taken place, across 15 wards, since the Ward Activities volunteer role was launched in November 2021 – supported by the Arts Activities Officer.

389 patients have benefited from these sessions, enjoying activities such as puzzles, colouring, card making, Pick me Up Pages (activity booklet) or even just a chat. Volunteers have also utilised the “Magic Table”, an interactive tool on which they have received training from the Dementia Practitioners.

“I spent a long time chatting to a patient who enjoyed showing me her iPad. She also enjoyed colouring in the flowers in the pick me up pages.” Volunteer G2, Feb 22

“A great session today. I spoke to some lovely patients who were happy that I sat down with them as they said they hadn’t had a chat with anyone in a while.” Volunteer Q1, Jan 22



Hospital	Ward	Speciality
NGH	Brearley 5	Geriatric
	Brearley 6	Geriatric
	Brearley 7	Dementia
	Hadfield 2	Respiratory
	Hadfield 3	Gastro
	Hadfield 4	Gastro
	Huntsman 1	Frailty
	Huntsman 2	Orthopedic
RHH	F1	Urology
	G2	Geriatric
	I1	Head and Neck
	L1	Stroke/Neurology
	L2	Stroke/Neurology
	Q1	Respiratory
	Q2	Stroke

“Thank you for being with her”. Daughter of patient, Brearley 7, Dec 21

“The lady I spoke to was very excited to work with the art pack after her lunch. She enjoyed that she recognised the poem on the cover of the pick me up pages.” Volunteer F1, Nov 21

“The lady I spoke to was very mobile and bored on the ward. She said she was looking forward to having an activity to complete for the afternoon instead of going and watching TV again”. Volunteer G2, Nov 21

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Arts in Health - Special Projects

In and Out of Hospital is a project funded by the Arts Council and Sheffield Hospitals Charity and project managed by the Arts Coordinator. Funding was extended due to COVID-19 and Phase 2 of the project will now run to March 2023. There are three strands to this phase of the project as described below.

The **Staff Art Club** has been running since September 2020 and has been a partnership with Sheffield Museums and Yorkshire Artspace. This year the workshops have included **ceramics** with artist Jenny Chan and **creative writing** with writer and poet Genevieve Carter. **15** staff undertook the ceramics course. Creative writing was run differently and this allowed **35** staff to register and **22** to take part by submitting Haiku postcards. 87.5% of participants said that the sessions improved their mood and helped them to relax.

From September to November 2021 the mosaics and ceramic masks, made by staff, were exhibited in the Millenium Galleries in Sheffield City Centre. The submitted work from the creative writing sessions is to be published in an anthology for STH staff.



“The Creative Writing sessions ...have enabled me to learn and develop new skills to express my emotions and creativity on an everyday basis. This has in turn helped me to positively manage both my mental health and physical health conditions. I feel sessions such as this help to increase staff self-confidence and provide a holistic benefit, both personally and professionally. I feel very lucky to have access to a service such as the Staff Art Club at STH.” Participant, Creative Writing

“This course came at a good time for me, as work related stress was reaching a peak. It gave me time to stop and think about something else.” Participant, Ceramics

The **Voice Works** project began February 2022 in partnership with the Speech and Language Therapy team and the University of Sheffield. **9** patients with Inducible Laryngeal Obstruction take part in weekly sessions with voice/singing coach Michael Bonshor to learn techniques which we hope will improve the use of their voice, feedback so far is excellent and patients are seeing real improvement. A second block of sessions will start on 20th May 2022.

The **Creativity Café** started in March 2022. Young patients transitioning from child to adult services are taking part in weekly sessions with artist Monika Dutton to learn new skills, develop confidence and improve their relationship with the Trust.



Arts in Health - Other projects and future plans

Staff art boxes

Containing arts resources for staff to unwind during breaks. 21 issued in 2021/22.

11 Charity funded, remainder funded by departments



"The art box allowed me to tune out of work for a short while and take away the stress of the busy department." Katie Hickling, Radiographer

Sympathy cards

For wards to send to bereaved families, with Forget-me-Not seeds supplied by the League of Friends. 1585 issued across 39 wards/department.



"They are beautiful and have been so well received by families of our patients." Emma Foster, Senior Ataxia Nurse Specialist

Pick Me Up Pages

Activity booklet Developed with and funded by Sheffield Hospitals Charity. Used by Ward Activities volunteers and 568 copies delivered to 35 wards/departments.



"Bright and cheerful. Patients absolutely loved it. Loved the layout and the easy-to-read font." Julie Tipple, Staff, Chesterman 1

Radios

32 personal radios for patients funded by League of Friends, supplied to 6 wards.

"The radios that you sent have been fab and are a great asset to the ward." Jane Wainwright, K1 Neurosurgery

Boredom Busters

Newspaper style activity resource. Over 800 copies distributed across 38 wards/departments

"Helped take people's minds off being in hospital and not being able to see family." Deyus Lindley, Therapy Assistant

Future plans

- Expand Ward Activities volunteers and music concerts to increase number of sessions and wards covered
- Develop a new model for staff art clubs in partnership with Yorkshire Artspace. Possibly a membership scheme allowing discounted access to creative courses, exhibitions and talks.
- Implement a music student placement programme in partnership with the University of Sheffield. Music students will play on a voluntary basis in public areas as part of their course.
- Launch an annual creative festival to coincide with Creativity and Wellbeing week.
- Participation in "NHS Stories" – a national arts project to commemorate the work of NHS staff during the COVID-19 pandemic. Alongside 18 other Trusts this will culminate in a national event in Sept 2023.



Volunteers – Current Status

258 Active volunteers in 35 roles across 51 departments/areas

Role	Number of volunteers	New (2021/22) or existing role	Voluntary Partnership
Active Response	16	New	
Chemotherapy Day Case - WPH	16	Existing	
Chaplaincy	3	Existing	Y
Clerical Role-NGH	1	Existing	
Clothing Project-NGH	1	Existing	
History Group-NGH	3	Existing	Y
Hospital Radio-RHH	11	Existing	Y
League of Friends	10	Existing	Y
Ophthalmology - Eye Imaging Hub	5	Existing	
Oral History Project-NGH	2	Existing	Y
Outpatients-NGH	5	Existing	
Outpatients-RHH	10	Existing	
Outpatients-WPH	1	Existing	
Palliative Care Unit	2	Existing	
Patient Feedback-NGH	1	Existing	
Patient Feedback-RHH	4	Existing	
Patient Research Ambassador	2	Existing	Y
Pets as Therapy	2	Existing	
Pharmacy-NGH	20	Existing	
Pharmacy-RHH	10	New	
Pharmacy-WPH	12	Existing	
Project 100 - HIV Peer Support	4	Existing	Y
Project 6 - Alcohol Peer Support	2	Existing	Y
Sheffield Open Heart Club SHOC	5	Existing	Y
SPARC - Aphasia Befriender	1	Existing	
Swab Testing- RHH	1	New	
Swab Testing- WPH	7	Existing	
Tommys App Support - Antenatal	12	New	
Vaccination Centre-Longley	26	Existing	
Ward Activities-NGH	6	New	
Ward Activities-RHH	8	New	
Welcomer-NGH	8	Existing	
Welcomer-RHH	28	Existing	
Welcomer-WPH	8	New	
Weston Park Cancer Information & Support Centre	8	Existing	Y

Some volunteers do more than one role

Volunteer Breakdown

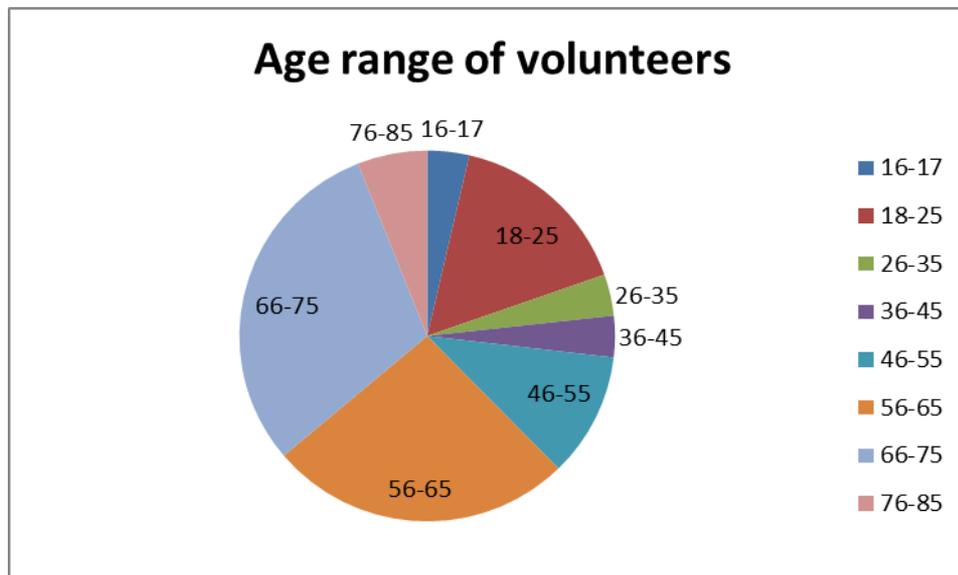
Gender – 67% Female – 33% Male

Ethnic minority groups – 18.2%

Disability/long term health condition– 9%



Bonnie Tang – Welcomer RHH



Volunteers and volunteer projects are supported by two Volunteer Coordinators, the Voluntary Services Coordinator (administration) and the Project Officer-Voluntary Services

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Volunteers – Achievements & Recognition

24,125 volunteer hours logged

19,306 pharmacy packages delivered

7882 swab packs collated

300kg of clothing distributed to patients

“The volunteers have been absolutely incredible and literally invaluable.”

Sarah Dawson, Matron, Vaccination Centre



David Drabble & Elizabeth Smith
Chemotherapy Daycase - WPH

Recognition

The team of Vaccination Steward volunteers achieved 2nd place in the national **Helpforce Champions - Public Choice** awards.

Volunteers were rewarded with specially designed mugs in Volunteers Week 2021, as well as a letter from the Trust Board, to recognise their contribution to the pandemic response.

Volunteers received Christmas cards designed by a volunteer and were presented with beauty boxes donated to the Charity in Jan 2022.

10 volunteer attended a Wild at Heart day at Sheffield Botanical Gardens which was offered to us by the Wildlife Trust.

“I just wanted to tell you how amazing Betty is! It was only her 2nd day yesterday and it’s like she’s been volunteering for months! Honestly she’s so helpful and extremely friendly to all the visitors. She really made a big difference yesterday, I really appreciated her help!” Scarlett Cox, Receptionist – emailing about a new Welcomer volunteer

“Every time I get lost a volunteer always helps me and directs me to where I need to go and they are so helpful! If you could pass on my thanks to them that would be great, they make navigating NGH slightly easier especially while on crutches!” Angus Laird, Patient

I would like to express how fantastic your volunteers who have been assisting with the eye imaging hub have been...Andy really made our visit much less stressful by signposting where we needed to be, and ensuring we were in the right place. He was so cheerful too!” Amanda Mitchell, wife of patient

“Volunteers play an integral part in the smooth and efficient running of our clinic sessions.” Joanne Lay, Breast Imaging Manager

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Volunteers – New Projects 2021/22

Active Response volunteering began at Central Campus from 07/02/22, coordinated by the Project Officer – Voluntary Services, with **16** volunteers assigned to the role.

Volunteers are available to any department 10:00-14:00 Mon-Fri. From 07/02/22 to 31/03/22 (8 weeks) **160** tasks were completed across **20** wards/departments.

Tasks include;

- Mealtime Support
- Pharmacy collection
- Companionship
- Admin tasks
- Escorting patients
- Patient Feedback
- General errands e.g notes
- General wards tasks
- Welcoming



NHS Cadets launched in February 2022.

A partnership between NHS England, St John Ambulance and STH. 30 young people between 14 and 16 years old take part in weekly sessions with St John Ambulance learning life skills. STH Voluntary Services have partnered with Learning & Development to provide a number of specialised experiences throughout the year including presentations on topics such as alcohol awareness and volunteers and work experience.



Volunteers – Other Projects & Future Plans

Requests for volunteers to take part in ad hoc projects have been many and varied this year and demonstrate the value of volunteers to a range of departments across the Trust;

- For **Communications team** – volunteers took down the **summer poster campaign**
- For **Patient Information team** – volunteers distributed **new ward posters** across the Trust
- For the **Assessment and Rehabilitation Centre** – volunteers conducted a survey of patients as part of their service review
- In response to CQC inspection – volunteers created 100s of **Falls Packs** , 400 of which have been distributed to wards
- For **Organisational Development** – volunteers collected responses from patients and visitors for the **PROUD values survey**
- For **Patient Experience** – 4 volunteers came forward to assist with the **Patient Engagement Network**
- For **Laboratories** - Voluntary Services arranged for NHS Volunteer Responders to assist with **staff drive through swab site** from 03/01/22-23/02/22 during period of high demand
- For **Haematology** - volunteers have been making up **swab packs**



Julie Higgins, Andrew Marshall & Ian Eyre distributing Ward Posters at NGH

Therapy Dog sessions have run on a small scale for staff only to improve morale in Therapy Services and Community Pharmacy.

Future Plans

- Following the success of the Active Response project at Central Campus, plans are being developed to bring the role to the Northern General site in Summer 2022.
- A bespoke website to better publicise the work of volunteers and aid recruitment is in development.
- A refreshed Volunteer Handbook is in development
- Volunteer profiles are being collected to promote our fabulous volunteers
- A Celebration Event is planned on 8th July to thank volunteers for all that they do



Volunteers - Voluntary Partnerships

Voluntary Partnerships

A number of departments and organisations utilise volunteers within the hospitals. These volunteers are managed directly by the Voluntary Partnerships and the Volunteers team are responsible for their governance (recruitment checks and mandatory training). As with all volunteer roles, these roles were affected by the pandemic; most were stood down and have found that many volunteers have not wished to return, resulting in a need to recruit new volunteers.

Here are some updates about their activities;

Chaplaincy volunteers – Managed by the Chaplaincy team, these volunteers provide pastoral and spiritual care to patients in hospital including delivery of holy communion and offering bedside prayers. 3 chaplaincy volunteers are now active in the team at NGH, commencing their roles in early 2022. 2 are returning volunteers and 1 is a new recruit. 4 more volunteers, a mix of returning and new volunteers, are soon to start in role and 14 more new and existing volunteers have expressed an interest in volunteering.

Conversation Partners – Volunteers with Speech and Language services visit patients who have had a stroke in their own homes to engage them in conversation to assist with their recovery. One longstanding volunteer has returned and 5 new volunteers, who have recently attended training, are keen to start their volunteer placements in April 2022.

Hospital Radio – have been broadcasting again since September 2020 and have 11 active volunteers. This independent charity is currently exploring ways to begin broadcasting over the internet to increase their listener numbers.

League of Friends – An independent charity which supports the work of Sheffield Teaching Hospitals. They currently have approximately 11 volunteers now active in the trust, the majority have been back since October last year and they are running their retail outlets at both Northern General and Hallamshire.

Other Voluntary Partnerships who have resumed some or all of their activities;

Oral History Project- Collecting oral history from patients in Palliative Care

Project 6 - Alcohol Peer Support

Sheffield Open Heart Club (SHOC) - Peer support to patients undergoing heart surgery – has continued remotely

Weston Park Cancer Information & Support Centre – Welcome and support for patients visiting the centre

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Working with the Sheffield Hospitals Charity

- 4 volunteers and a Volunteer Coordinator volunteered at **Sheffield Marathon** in September 2021
- Volunteers assisted with the distribution of 18,000 **Beauty box gifts** to staff in January 2022
- 16 volunteers put themselves forward to volunteer at the **Sheffield Half Marathon** in March 2022
- A Charity section has been added to the monthly **Volunteers Bulletin**
- The **Pick Me Up Pages** was developed with, and contains information on the Charity.
- We are working with the Charity to identify sources of **arts resources donations**
- **Arts in Health leaflets**, which detail the involvement of the Charity and how to donate, are sent out with every order of resources and shared by Ward Activities volunteers with patients and staff
- The Charity's support is recognised;
 - On **volunteer uniforms**
 - On all our **paperwork and email correspondence**
 - In all our **social media posts**
 - On the **Arts in Health website** where there is a link to donate



Volunteer distributing beauty boxes



Volunteers at Sheffield Half Marathon



The Voluntary Services Team

Arts in Health Team



Shamse Hassan
Arts Coordinator
Enhancing Environments



Mir Jansen
Arts Coordinator
Music & Special Projects



Kathryn Stones
Arts Activities Officer



Emma Scott
Voluntary Services Manager

Volunteers Team



Charlie Reeder
Volunteer Coordinator
Central Campus



Fiona Fisher
Volunteer Coordinator
Northern Campus



Jane Elliott
Project Officer – Voluntary
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Nicola Ashton
Voluntary Services
Coordinator

