

Voluntary Services & Arts in Health

Annual Report 2022-23

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TO MAKE A
DIFFERENCE**

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Introduction

It has been another busy year in Volunteer Services and Arts in Health.

The Arts in Health team have continued to expand and develop both the Ward Activities and Music programmes. New artwork has been installed in several locations to enhance the hospital environment and new gallery exhibitions have brought joy and interest to patients, staff and visitors.

Our 'Things to Do' patient activities webpage, and internal Sharepoint page have launched and our Let's CrEATe events engaged staff in creative activities. Our In and Out of Hospital project is drawing to a close and has seen more Staff Art Clubs and innovative patient projects which are changing practice in the hospitals. 'On the Darkest of Days a Light Shines,' our anthology of staff creative writing, has been widely distributed.

We have continued to become embedded in the Arts, Heritage and Culture sector in Sheffield through involvement at the Sheffield Culture and Health Symposium and through our role on the steering group of the Sheffield Community Makers project.

The Volunteer Team currently supports a volunteer population of 294 active volunteers across 41 roles. In addition they have engaged in a number of Trust projects including 'Home in Time for Tea' which aimed to improve patient discharge and they have supported the inductions of International Nurses. Our Active Response scheme has continued to expand, supporting departments at all hospital sites.

Opportunities for young volunteers have included our involvement in the NHS Cadets programme and our Team Impact programme which sees 16-17 year olds experience volunteering while completing the National Volunteer Certificate.

Volunteers have been recognised through various awards and, most notably, won the prestigious Queen's Award for Voluntary Service which is the equivalent of an MBE and held for life.

We have many and varied plans for the year ahead and look forward to supporting our hospitals and working with the Sheffield Hospitals Charity who generously fund much of our work.

Emma Scott

Voluntary Services Manager

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Metalworking – staff art club



Volunteers outside Weston Park Hospital



Arts in Health – Enhancing Environments

14 new artwork installation projects were completed by the Arts Coordinator-Enhancing Environments since April 2022 across a variety of areas of the Trust (an increase of 2 projects on 2021/22).

These projects were funded through a combination of Charity Trust funds, department budgets, donations and capital scheme funds. Many more projects are currently ongoing as shown in the table below.



Spinal Injuries Foyer – Artist Jacqui Symons

This project incorporated ideas and imagery from patient and staff workshops, contributing to the success of the final work



Jessops Neonatal– Artist Lynn Hollingsworth

“The room looks amazing, it’s has superseded our expectations. The nursery is so welcoming, warmer and has a calming feel to it now.”

Holly Fearn, Neonatal Ward Clerk

“Thank you so much for the wall art, it looks amazing, everyone loves it.” Carole Gregory, Sister, K Floor

	Projects completed since Apr 22	Projects ongoing
NGH	Spinal Injuries foyer	Renal outpatients
	CCU Calm Room	Critical Care Garden and staff mosaic project
	Critical Care/Q floor Staff Calm room	Brearley Wards
WPH	Joe Scarborough prints	MSK Entrance lobby - New
	Neonatal mural phase 1	Weston Park stairways
Jessops		Jessops Neonatal quiet room
		Jessops Neonatal counselling room
RHH	K Floor calm room	L2
	Medical Outpatients	
Community	Firth Park Dental Clinic	Graves Outpatients corridor spaces
	Wheata Dental Clinic	ARC refurbishment
	Graves Outpatients Office	
Charity Led Rooms	Charles Clifford - Soft Room - whole project	Huntsman 5 - artwork advice and storyboard
	Haematology Calm and Family rooms - artwork and storyboard	
	Chesterman 3 - initial interior design advice, storyboard and Pete McKee print framing	
	Chesterman Outpatients Kitchen wall colour advice and Storyboard	

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Arts in Health – Enhancing Environments - Gallery Exhibitions

The **Seven Hills Gallery** at the Northern General Hospital has seen 2 exhibitions in 2022/23

Local artist Lauren Woodcock exhibited her collection of local scenes which have proved popular and resulted in a number of sales of artwork with a commission going to the Sheffield Hospitals Charity.

The exhibition of staff artwork, “Leaves an Impression,” has also been well received. This artwork was created at the final Staff Art Club, funded by Arts Council England and Sheffield Hospitals Charity, and features works by staff and volunteers using gel block printing.



“Absolutely love this corridor, always brings a smile when I walk down it.” James Pickering-Craig, Workforce Matron



Arts in Health - Music Concerts

Music Concerts continue to provide entertainment and distraction for patients, staff and visitors on a number of wards and are coordinated by the Arts Coordinator – Special Projects.

- **20** concerts take place per month across **20** different ward areas (an increase of 8 concerts from 2021/22).
- An average of **286** patients, **148** staff and **59** visitors benefit from the concerts each month, a total of approximately 6000 beneficiaries over the year (a 20% increase on 2021/22 and 1000 over our target for the year)
- Music Students from the University of Sheffield play in outpatient areas on a voluntary basis.
- A group of volunteers have been trained to accompany musicians on the ward and use percussion instruments to engage patients further in the concerts.



Volunteer Penelope on I1



Hospital	Ward	Speciality
NGH	Brearley 2	Geriatric
	Brearley 4	Geriatric
	Brearley 5	Geriatric
	Brearley 6	Geriatric
	Brearley 7	Dementia
	Chesterman 2	Cardiothoracic
	Critical care	Critical Care
	Firth 2	Vascular
	Huntsman 5	Orthopedics
	Huntsman 7	MSK
	Osborn 4	Neurohabilitation
RHH	Critical Care	Critical Care
	F1	Urology
	G2	Geriatric
	H2	Stroke
	I1	Head and Neck
	J2	Orthopedics
	Outpatients	Ophthalmology
Community	Outpatients	Urology
	SPARC	Stroke rehab

“Just wanted to say how nice to have the musicians back on the ward! How nice to have a bit of normality after the last couple of years. Fingers crossed it will continue!”
 Lynne, Ward Clerk - Osborn 4

“I’m nil by mouth but you filled me up with spirit. It was the absolute highlight of my day.”
 Patient, Chesterman 2

“From the moment I heard the music it drew me out, it was so beautiful and changed the room’s ambience. It felt like I was on holiday” Staff Nurse, Intensive Care

“Fantastic to hear music in the ward, lovely for my mum, really cheers her up, keep it up!”
 Patient’s daughter, Huntsman 6

“A younger female patient commented on how the music was the first thing that she heard a few weeks ago in ICU when she came out of a coma and she was really happy to see us. She then burst into tears and phoned her partner, reminiscing with him and giving us updates on how he was finding the music too. She requested more when we had finished. Lots of staff were watching the joy unfold as it brought people together.” Musician, Huntsman 6



Arts in Health - Ward Activities Volunteers

Hospital	Ward	Speciality
NGH	Brearley 2	Geriatric
	Brearley 3	Respiratory
	Brearley 5	Geriatric
	Brearley 6	Geriatric
	Brearley 7	Dementia
	Chesterman 1	Cardiothoracic
	Chesterman 2	Cardiothoracic
	Firth 7	Cardiology
	Hadfield 2	Respiratory
	Hadfield 3	Gastro
	Hadfield 4	Gastro
	Hadfield 6	Respiratory
	Huntsman 1	Frailty
	Huntsman 4	Winter beds
	Huntsman 5	Orthopaedic
	Huntsman 6	MSK
RHH	Huntsman 7	MSK
	Osborn 1	Spinal Injuries
	Osborn 2	Spinal Injuries
	Osborn 3	Spinal Injuries
	Osborn 4	Neurohabilitation
	Vickers 2	Diabetes & Endocrine
	Vickers 3	Diabetes & Endocrine
	Renal E	Kidney
	Renal F	Kidney
	E1	Infectious Diseases
	F1	Urology
	G2	Geriatric
	H2	Stroke
	I1	Head & Neck
	L1	Stroke/Neurology
	L2	Stroke/Neurology
Jessops	K1	Neuro critical care
	M2	Pulmonary/respiratory
	N2	Neurology
	P3	Haematology
	Rivelin	Antenatal
	Neonatal	Neonatal

50 sessions now take place each week, across 38 wards. 39 Ward Activities volunteers have worked with patients one to one at the bedside as well as starting a number of group activities sessions in dayrooms. Ward Activities volunteers are supported by the Arts Activities Officer.

An average of 3 patients benefit from each session, enjoying activities such as painting, colouring, card making, Pick me Up Pages (activity booklet) or even just a chat. We estimate that approximately 7000 patients will have benefited across the year which is far in excess of our target. Here is a small selection of feedback;

"Really nice to come away from the bay. To forget the reason why we are in hospital. And to have a laugh and enjoy the hour. Wonderful and a much needed break. Loved it!!!!" Patient, Group session L1 & L2, June 2022

"The patient was elated because despite her shaky hands she could still hold a coloured pencil and achieve a beautiful work of art. We made a card together and she commented she really loved it and said thank you. One of the nurses on duty gave a thumbs up." Volunteer, Huntsman 4, Oct 22

"One patient I saw last week really appreciated the fact I'd remembered to pop in and see her again. One patient commented that the hospital activity book was lovely - felt expensive and wanted to pay for it :) ... I came away feeling like I'd really made a difference :)" Volunteer E1, Dec 22

"Patient was feeling very low when I first met him, I think talking to him made him feel much better as we spent a long time talking about his family which brought him great joy, we wrote a letter together for his beloved family member. He was very happy with his letter." Volunteer, Brearley 6, Dec 22



Hadfield 2 group session Jan 23



Osborn 4 group session Oct 22



Jessops group session Feb 23

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Arts in Health - Patient Activities

Our **“Things to Do”** webpage was launched in Nov ‘22. A new online resource with a specially curated selection of engaging content including drawing workshops, puzzles, singalongs, painting by numbers, stories and poems, comedy, local places to visit, games, Sheffield history, virtual gallery tours, and much more. It’s a place where patients (and staff!) can find a variety of fun and interesting ‘things to do’ – ideas and activities to help pass the time, relax, and feel uplifted. Things to Do has been shared via the staff bulletin and through posters sent out to all wards, we will continue to promote it throughout 2023.



Ward resources. Whilst we are able to offer some free resources to wards, such as a limited number of Pick me Up Pages, we cannot of course supply unlimited resources and so we have set up a system whereby wards can order their own arts and crafts resources for patients as well as additional Pick Me Up Pages and puzzle books. A specially curated order form makes it easy for wards to order from their department budgets or Charity funds.



Pick Me Up Pages – our in-house patient activity book – created with Sheffield Hospitals Charity

Future plans

- Tablet computers donated by Sheffield Hospitals Charity and Organisational Development will soon go into use as another resource for volunteers to use with patients, to access the Things To Do page and enjoy more creative activities.
- Dementia Resources for groups from the Dementia Practitioners will be housed with Arts in Health as an option for volunteers when running group sessions.
- The ‘Books for Dad’ charity is donating 12 Kindle devices for use by patients when in hospital to be able to read a wide selection of pre-installed books. Arts in Health/Volunteers will house these and set up a system for their use.



Arts in Health – In And Out of Hospital Phase 2

In and Out of Hospital is a project funded by Arts Council England and the Sheffield Hospitals Charity and managed by the Arts Coordinator – Special Projects. It seeks to improve the health and wellbeing of patients through creativity and our hope is that “Creative Health” activities will eventually become embedded in treatment plans for patients. Funding for this project is finite and all projects and reporting will be concluded by July 2023.

The popular **Staff Art Clubs** concluded in this period.

Firstly there was a Metalworking course for 15 staff in April and May 2022. This ran at Yorkshire Artspace with artist Fiona McAlear and inspiration was drawn from the galleries at Sheffield Museums, a partner in the project. Beautiful rings and pendants were produced and 100% of survey respondents said it improved their general mood and helped them to socialise and meet people. All said they would recommended the art club to their colleagues.

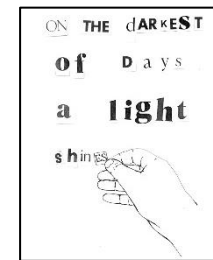


“Working hard for the NHS can often feel overwhelming and difficult to feel appreciated...This course truly made me feel valued and appreciated for my contribution...Hearing that these opportunities are available does make staff feel valued. Thank you so much for the opportunity, I wear my ring with pride for the hard work we all do for the NHS.” Participant



Secondly, 60 staff and volunteers, along with some of their children, enjoyed **Gel Block Printing** classes in September 2022 at the Millenium Galleries with the resulting artwork forming the basis of an exhibition in the Seven Hills Gallery. Pictured is artist Rezwana Farin Sarkar who led the sessions.

An anthology of work from the **Creative Writing Staff Art Club** has been published. “On the darkest of days a light shines” is a collection of poetry and prose created by staff during the sessions with poet and writer Genevieve Carver in late 2021. Copies of the anthology have been made available for staff across STH to enjoy and a digital copy will be available on our new Sharepoint page.



Arts in Health – In And Out of Hospital Phase 2 - continued

Our **Voice Works** project concluded in July 2022. This project, in partnership with the Speech and Language Therapy team and the University of Sheffield, allowed patients with Inducible Laryngeal Obstruction to take part in weekly sessions with voice/singing coach Michael Bonshor to learn exercises and techniques which were designed to improve the use of their voice. Participants reported improvements in their confidence when using their voice to speak and sing.

A performance, as well as learning from the project, was shared at the University of Sheffield's Festival of the Mind in September 2022. Additional funding from Knowledge Exchange was secured to fund the technical expertise required for this programme and to fund a special composition which was also showcased at the Festival of the Mind. Pleasingly, the Speech and Language team are considering how learning from the project can be embedded into their standard practice and additional training workshops have taken place with therapists and Physiotherapists. The University is continuing the project through the development of training videos and a research project.

We are taking the learning from the project and adapting it for a trial with patients from the Long COVID Support Hub utilising project underspend (see Future Plans slide 12).



Voiceworks participants at the University of Sheffield Music department

"Working with Karen, SaLT and participating in the workshops have given me an understanding I didn't have about my voice and ILO - I wouldn't have had this without being able to use it within the workshops in the way we did." Participant

"It has given me a better understanding of how to calm myself, and by breathing slower and deeper from my tummy area. It has helped with speaking with out running out of breath for longer and less dryer throat periods." Participant



The **Badge Making Workshops** with young people concluded in July 2022. Young patients transitioning from child to adult services took part in weekly virtual sessions with artist Monika Dutta to learn new skills, develop confidence and improve their relationship with the Trust. They designed their own badges using free software and various other techniques. The badges were 3D printed for them to keep.

This project was then repeated in Spinal Injuries, concluding in December 2022, with the help of Ward Activities volunteers. Here patients were able to create their own badges, learning skills and developing confidence along the way. Pictured is patient Dodge with his creation as well as the badge designs from the other participants.



Arts in Health – Other projects

Let's CrEATe events June 2022

The Arts in Health team organised events to mark Creativity Week in Trust dining rooms on both campuses. These included a creative activity for staff as well as music performances. In partnership with the Catering team, feedback was also collected on what food staff would like to see in the dining rooms. The event allowed us to promote Arts in Health and Sheffield Hospitals Charity. Staff who took part said it was, “something fun aside from work and I liked the music” and “it felt therapeutic.”

We see this as a tester event and will use the learning to plan for another “arts and creativity festival” next year, hopefully with elements taking place in the new, Charity funded, Secret Garden.



International Days of the Nurse and Midwife

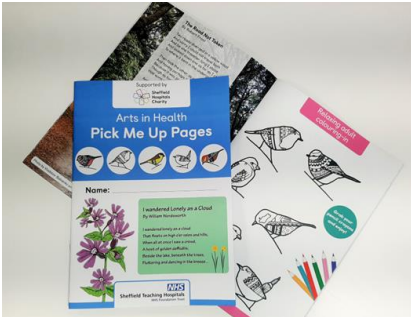
Arts in Health commissioned a special piece of artwork which was sent to every nurse and midwife in May 2022. Volunteers helped with packing and distribution.



We have worked with the Dementia Practitioners to develop a **Dementia Resources in Hospitals** sheet. This was a request from the Dementia Care Group who wanted to see an easy reference point for staff on all the different dementia resources available.



Arts in Health – Other projects (continued)



The Charity provided a further 1000 **Pick Me Up Pages**, two thirds of these were distributed to wards and the rest are being used with patients by Ward Activities Volunteers

“Very appealing. Big enough font for patients. Lots of activities for different interests.” Staff member



Sympathy cards continue to be popular with staff to send to relatives. 546 were supplied in this period to 17 different departments.

In November, Arts Coordinator Mir Jansen presented at the **Sheffield Culture and Health Symposium**, sharing details of the In and Out of Hospital project. The event was organised by Sheffield City Council, Sheffield Hallam University and Sheffield Museums with the aim of promoting the benefits of the arts, culture and heritage for the health and wellbeing of the people of Sheffield and beyond. From this event a document of recommendations was prepared for the Integrated Care Partnership on how they can realise the opportunities that the arts present to health.



Arts in Health at Sheffield Teaching Hospitals is pleased to be part of the Steering Group for **Sheffield Community Makers**, an initiative led by Voluntary Action Sheffield and Ignite Imaginations. 25 local arts, culture and heritage organisations have come together to create new opportunities for creative people in Sheffield to volunteer and to open up volunteering to under-represented groups.



Arts in Health – Other projects (continued) & Future Plans

We have launched our new **Sharepoint** site which is the new place for internal stakeholders to go to find information on Arts in Health including how to request ward performance or activities, how to order resources or what to do if they are interested in installing artwork.



Future Plans

2023/24 will see a continuation and expansion of all our existing core offering alongside new projects such as;

Arts on Referral – We will explore the potential to create more opportunities for patients to be referred from various specialities to take part in creative activities, linking with the wider social prescribing offering in Sheffield. Trials have already taken place or are planned using the underspend from the In and Out of Hospital project. These include Singing for Lung Health and Mindfulness Drawing for patients from the Long COVID Support Hub, a Printmaking session with the head and Neck Support group and Movement to Music sessions with Stroke Rehabilitation patients.

The opening of **two new gallery corridors**, on Vickers Link corridor at NGH and A Floor Chapel corridor at RHH. These will be accompanied by new exhibitions including a partnership with Artworks, a local Charity working with artists who are autistic or who have learning difficulties.

NHS Stories – a national project with 18 other hospitals which will culminate in a showpiece performance from each, telling the stories of NHS staff through the pandemic and beyond. This will be accompanied by staff engagement workshops.

COVID-19 commemorative/reflective artwork – two pieces of artwork (one on each main campus) to allow a place of reflection for staff affected by their experiences during the COVID-19 pandemic. This may be influenced by the staff engagement workshops described above.

Let's CrEATe 2023 – Promotion of the Charity and the work of Arts in Health through creative activities for staff in Trust Dining Rooms.



Volunteers – Current Status

294 Active volunteers in **41** roles across **64** departments/areas (increase from 258 volunteers, 35 roles, 51 departments in 2021/22)

Volunteer Role	Number of Volunteers
Active Response NGH	17
Active Response RHH	13
BLISS	1
CDCU-WPH	11
Chaplaincy	20
Clerical Role-NGH	1
Clerical Role-RHH	2
Conversation Partner Scheme	6
Emergency Department-NGH	6
History Group-NGH	3
International Nurses - Supporting Inductions	2
League of Friends	13
Music Student	2
Music Volunteer-NGH	1
Music Volunteer-RHH	1
Ophthalmology	4
Oral History Project-NGH	4
Outpatients-NGH	9
Outpatients-RHH	9
Palliative Care Unit	7
Patient Feedback-NGH	2
Pets as Therapy	5
Pharmacy-NGH	21
Pharmacy-RHH	9
Pharmacy-WPH	6
Project 100	4
Project 6	1
Sexual Health Sheffield	7
Sheffield Open Heart Club SHOC	2
SPARC	1
Spinal Injuries -NGH	1
Team Impact- Year 12	13
Vaccination Centre-Longley	2
Ward Activities- Jessop Wing	3
Ward Activities-NGH	19
Ward Activities-RHH	17
Welcomer- Jessop Wing	11
Welcomer-NGH	5
Welcomer-RHH	18
Welcomer-WPH	5
Weston Park Cancer Information & Support Centre	9

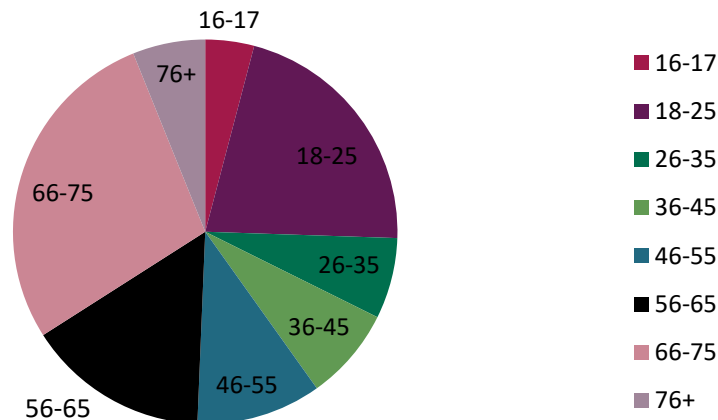
Volunteer Breakdown

Gender – 73.8% Female – 26.2% Male
(67% - 33% 2021/22)

Disability/long term health condition– 12.6% (up from 9% 2021/22)

Ethnic minority groups – 25.6% (up from 18.2% 2021/22)

Age range of volunteers



Volunteers at RHH

Volunteers and volunteer projects are supported by two Volunteer Coordinators, the Voluntary Services Coordinator (administration) and the Project Officer-Voluntary Services. Data correct as at 02/03/23

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Volunteers – Achievements & Feedback

Statistics Apr 22-Mar 23 (as at 02/03/23)

16,508 volunteer hours logged

80,343 patients/visitors supported

19,797 pharmacy packages delivered

1392 tasks completed by Active Response volunteers across **89** wards/departments

910 swab packs collated

"I had the pleasure of meeting Gill and John today. They came to help me with the international nurse's programme. What a great help they were too! Gill escorted the nurses to and from the sewing room and John assisted the nurses back and forth to Mask Fit Testing.

Without them we wouldn't have been able to achieve what we have today!

As always, absolutely fabulous people!"

Abbey Marples, Learning & Development Assistant Facilitator

*"Just wanted to express my appreciation and a whole hearted thank you to the wonderful Isobel who came and supported our international nurses!
I can honestly say (without doubt) that without her support today, we would have not had got the work done that was needed for these wonderful nurses!
She was outstanding!"*

Carl Walker, Lead Educator MSK

"On behalf of all Receptionists on Huntsman Reception, we are so grateful for your help and support! You really go the extra mile in supporting visitors, patients and staff. You are amazing and we appreciate you so much! You are apart of our team and we wouldn't be able to give the amazing service we do without your help!" Scarlett Cox, Receptionist

"Thank you for helping staff to deliver meals so that patients can enjoy a full meal and not become distracted or disinterested when they are waiting for different parts of their meal. I know they do appreciate it especially the elderly patients." Anonymous staff member



Janet Williams – Active Response volunteer
RHH



Volunteers – Projects

Home in time for tea – In April-June 2022, 15 volunteers gave 160 hours to the “Home in time for tea” trial which was an initiative to increase the number of patients transferred to the discharge lounge to improve patient flow in the hospital. Volunteers assisted by providing refreshments to patients, collecting medications from Pharmacy, keeping patients company, helping to collect patients from wards and more.



International Nurses Inductions – since June 2022, 5 volunteers have supported Learning and Development with inductions for International Nurses. Volunteers support the team by helping to guide the nurses around the site to various appointments at the sewing room, smart card office etc. and assist them to log into various trust systems. Feedback from the Learning and Development team shows that volunteer support has been invaluable.

NHS Cadets - 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 – Projects (continued)

In September 2022 we launched **Team Impact**, an initiative for young people in Years 12 and 13. 15 young people joined us to spend 4 months experiencing a variety of volunteer roles, supported by existing volunteers. In addition the young people are working towards the National Volunteer Certificate which involves completing bespoke modules on E-Learning for Health and logging 60 hours of volunteering. Those involved have reported that they have gained confidence and understanding of the hospital environment. Pictured right are Team Impact volunteer Kassia with Jessop Wing Welcomer Emily.



The **Active Response** volunteer service was extended to the Northern Campus in September 2022, having been in operation at the Central Campus since February 2022. In 2022/23 volunteers have completed 1392 tasks and assisted 89 departments. They have offered a wide variety of support including assistance with lunch service, simple admin tasks, responding to requests to assist patients with limited mobility, helping with pharmacy collections, general errands, movement of medical records, collection of foodbank items, support for Staff Wellbeing CALM rooms, patient companionship, installation and taking down of communications posters and banners and patient feedback tasks including assisting with the National Audit of Dementia and Friends and Family Tests. Pictured left are volunteers Neek and Esra.

The 2022 **Volunteer Survey** results showed that the majority of volunteers (85.1%) rate their experience of volunteering at Sheffield Teaching Hospitals as 8 out of 10 or higher. The word cloud pictured right shows the top 50 words volunteers used to describe their experience. The majority of volunteers (73.7%) would be highly or quite likely to recommend STH as a place to volunteer and 99.1% feel well or somewhat supported by the Voluntary Services Team. There were a number of suggested improvements and we have, or have plans, to take action on those.



Volunteers – Recognition

At the **Thank You NHS Gala Ball** in support of Sheffield Hospitals Charity in July 2022, Active Response volunteer Chris Bexon won the **Volunteer of the Year** award. Chris is pictured receiving his award from host Dan Walker, alongside Sheffield Teaching Hospitals NHS Foundation Trust Chief Executive, Kirsten Major. Chris has volunteered at STH for 5 years in a variety of roles including as a Vaccination Steward during the pandemic.



In November 2022 the Trust held their **Thank You Awards** at the Sheffield City Hall. The winner of Volunteer of the Year was **Alan Carr** who has volunteered with STH for 22 years, most of this time being with SHOC (Sheffield Open Heart Club), providing peer support to those undergoing heart operations. More recently he was a Vaccination Steward at the Sheffield Arena and Longley Lane vaccination centres. Alan was nominated by staff at the vaccination centre who said he “is always friendly, caring and approachable and always puts patients and staff at ease. He is truly an asset to the Trust and the team at the vaccination centre.” Welcomer and Palliative Care volunteer Stuart Johnson was Highly Commended in this category.

Volunteering at the STH Vaccination Centres came to an end in December 2022 after 2 years of volunteer support at Sheffield Arena, Octagon Centre and Longley Lane. 206 volunteers were involved along the way, contributing over 20,000 hours to the project. Jerry and Doris (pictured) were two of the volunteers on the last day. A celebratory afternoon tea was held in February 2023 to mark the end of this fantastic project and thank the volunteers involved. Matron Julie Foster attended and spoke of the huge contribution volunteers had made.



Vaccination Steward afternoon tea

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Volunteers – Queen’s Award for Voluntary Service

We were thrilled that Sheffield Hospitals Volunteers received the Queen’s award for Voluntary Service in June 2022.

This is the highest award for volunteering in the UK and the equivalent of an MBE. Only two hospital trust volunteering teams received the award in 2022.

We received a lot of publicity around this including on social media, Radio Sheffield and both Calendar and Look North local TV news. It was also featured in the August 2022 edition of the Trust members’ magazine “Good Health”.



**The Queen’s Award
for Voluntary Service**

The MBE for volunteer groups

At a celebration event in July 2022, volunteers were presented with special Queen’s Award pin badges by the Lord Mayor of Sheffield. The crystal award and certificate from HM the Queen was presented to the team by the Lord Lieutenant of South Yorkshire, professor Dame Hilary Chapman, in December 2022.



Celebration event July 22



QAVS presentation December 22



Volunteers – Developments

- **Therapy Dogs** and their owners have resumed patient visits.
- Volunteers have returned to **Palliative Care** as Ward Support Volunteers and to the **Emergency Department**.
- New Outpatient roles have been established in **Dermatology** and **Ophthalmology** at RHH and **Radiology** at NGH,
- A new **Department Volunteer Guide** has been developed to advise areas looking to utilise volunteers what is involved and how to support them.
- A **Volunteer Travel Guide** has been developed, advising volunteers on public transport and other active travel options as well as car parking arrangements.
- Volunteers supported the facilities team to carry out mandatory **PLACE assessments**
- Volunteers have responded to a number of **ad hoc requests** we have received from staff and relatives to greet and accompany patients to appointments e.g. those with limited mobility or who require someone to sit with them whilst family members park their cars etc. It is pleasing to be able to help with these requests which make such a difference to patients and their families as attending hospital can be a stressful experience.
- **Volunteers Week 2022** was celebrated with a number of volunteer profiles on social media. It also coincided with the receipt of the Queen's Award for Voluntary Service and the Platinum Jubilee so was a busy week!
- Regular posting on **social media** has increased engagement with, and awareness of, the Volunteer Service. An average of 8000 people now view our posts on Twitter each month.



Therapy dog Amber who visits patients with her owner Donna



Newly created Department Volunteer Guide



Volunteers – Future Plans

Our plans for 2023/24 include;

- **Volunteer Careers Club** – A new initiative in conjunction with HR and Learning, Education and Development to support volunteers who wish to launch a career in the NHS.
- **Volunteer Patient Experience Forum** – This will feed into the Patient Experience and Engagement Group and allow us to capture the valuable feedback from Welcomer volunteers initially, who encounter the issues which affect the patient experience when visiting hospital on a daily basis.
- **Patient Feedback volunteers** – a new team of volunteers who will receive training from the Patient Experience Team to be able to effectively support patient surveys.
- **Major Incident Plan** – the role of volunteers in the Trust's plan will be reviewed.
- **Feeding patients** – A trial involving specially trained volunteers to assist patients with eating their meals in the Stroke department.



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). All the Voluntary Partnerships have now signed a Memorandum of Understanding, firming up the governance arrangements and ensuring they are consistent across the Trust. Here are details of the currently active, approved Voluntary Partnerships;

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. 16 volunteers.

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. 6 volunteers.

History Group – Curate and maintain an archive of historical documents and artefacts relating to the Trust - 3 volunteers

League of Friends – An independent charity which supports the work of Sheffield Teaching Hospitals. They currently have 14 volunteers now active in the Trust running their retail outlets at both Northern General and Hallamshire.

Oral History – Partnership with the University of Sheffield, collecting and recording oral histories from patients in Palliative Care. 5 volunteers

Project 6 - Sheffield Alcohol Support Service – Peer Support for patients with alcohol abuse issues. 1 volunteer. Currently awaiting funding to resume activities.

Sheffield Open Heart Club (SHOC) –Volunteers are hoping to restart in person visits soon, providing peer support to patients undergoing heart surgery. Currently virtual support is being provided. 2 volunteers currently active.

Sexual Health Peer Mentors – Coordinated by Sexual Health Sheffield's Health Promotion Team, 7 volunteers are currently in role contributing to initiatives and outreach targeted to Sheffield's diverse communities, sharing messages around sexual health prevention and treatment.

Weston Park Cancer Information & Support Centre –11 volunteers are actively volunteering. Roles include 'meet & greet' volunteers and volunteers supporting the 'Look Good Feel Better Group'.



Working with the Sheffield Hospitals Charity

- The **Let's CrEATe events** showcased the work of Arts in Health and the support from Sheffield Hospitals Charity. Musicians and staff wore Charity t-shirts and distributed the Arts in Health leaflet which includes Charity information.
- A **regular meeting** has been scheduled between the Charity and the teams to ensure the Charity are updated with our activities.
- The **Pick Me Up Pages** include Charity information
- There is a regular Charity update section in the bi-monthly **Volunteer Bulletin**
- The Charity receive **reports** every 6 months on the activity of the teams
- The Charity's support is recognised;
 - On **volunteer uniforms** and **musicians' t-shirts**
 - On all our **paperwork and email correspondence** including **Arts in Health** and **Volunteer** leaflets
 - In all our **social media posts**
 - On the **Arts in Health website** and **Sharepoint site** where there is a link to donate. There will also be a link on the new **Volunteers Website** when this launches in the Spring.



Volunteer Chris Bexon wins Volunteer of the Year at the Charity's Thank You NHS Gala Ball

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/>

PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



The Voluntary Services Team

Arts in Health Team



Shamse Hassan
Arts Coordinator
Enhancing Environments



Mir Jansen
Arts Coordinator
Music & Special Projects

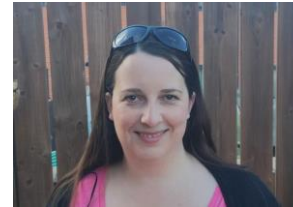


Kathryn Stones
Arts Activities Officer



Emma Scott
Voluntary Services Manager

Volunteers Team



Charlie Reeder
Volunteer Coordinator
Central Campus



Fiona Fisher
Volunteer Coordinator
Northern Campus



Jane Elliott
Project Officer – Voluntary
Services



Nicola Ashton
Voluntary Services
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