



extrahelpings

ISSUE 1

Celebrating the volunteers, fundraisers and supporters who make a difference

WE BRING CUPS OF
TEA & A FRIENDLY FACE

WE RUN WE PROVIDE
MARATHONS SLIPPERS AND
AND RAISE EMERGENCY
MONEY WE HELP PACKS
MAKE CHRISTMAS IN
HOSPITAL SPECIAL WE GIVE
WE FUNDRAISE FOR SPECIALIST
EQUIPMENT AND SKILLS TAKE AWAY STRESS
AND PIONEERING
MEDICAL RESEARCH

WE BELIEVE IN A BETTER PATIENT EXPERIENCE TOGETHER WE CAN MAKE IT BETTER FOR EVERY ONE

BETTER TOGETHER

FEATURES

Introducing the charity

How we make a difference

Massage therapy launch

Neonatal unit appeal

Voluntary Services Department

Plus

COMING EVENTS

HOW YOU CAN HELP...

LEAVING A LEGACY

find out more about us
royalfreecharity.org

You can fundraise for any
department in Barnet
Hospital and we will
support you to achieve
your target.

royalfreecharity.org

welcome

extrahelpings is a celebration of the fundraisers, volunteers, supporters of the hospital, and the difference they make to the lives of those who are sick and vulnerable.

Welcome to this first issue where we tell you a bit about the charity and the work we do as well as featuring the Massage Therapy Service and Volunteering. In future issues we will feature stories on those who have raised funds for us to help transform the hospital experience for patients, their families, visitors and staff.

We are proud of our volunteers and fundraisers – if you have supported us we'd love to hear from you and feature your event or story.



Development Manager
Alison.kira@nhs.net
royalfreecharity.org/extrahelpings

How we make a difference

The Royal Free Charity has been busy expanding and has established the Barnet Hospital Charity and Chase Farm Charity.

The charity provides little touches that make a big difference such as volunteer meet and greeters to help you find your way around the hospital sites and slippers for elderly patients. Big projects are also fully funded from specialist medical equipment to art work to brighten up the hospital walls.

Chris Burghes CEO says "The charity's main aims are to help improve patient experience including staff and patient well-being, as well as funding vital medical equipment. We achieve this through fundraising events and activities, and through a grant process and we are excited to be establishing the Charity at Barnet and Chase Farm."

Just a few of the things the charity does include:

- We manage the hospital volunteers that meet and greet you and are there to help you find your way around
- We provide slippers for elderly patients if needed
- We provide emergency care packs that include soap, a toothbrush and toothpaste etc for patients who may have been admitted through A&E and have brought nothing with them
- And we provide massage therapy for cancer patients or those who are anxious

Alison Kira is the new Development Manager, tasked with bringing the Charity to Barnet and Chase Farm. Alison said: "At the Royal Free we raise £14m a year that is put back in to the hospital. There are over 400 active volunteers, the therapeutic massage team provide 25,000 massages a year to patients and over 1,000 to staff. Over time we want to replicate this incredible success at Barnet and Chase Farm. I have seen for myself the positive difference we can make to the patient experience."

We do not fund or provide items the NHS has a statutory duty to provide. For example, if we provide chairs they will be specialist chairs that go above and beyond the requirement of the NHS.

We support the big projects that make a difference. We work with wards or specific departments in the hospital to find out how we can help improve the environment. This could be improving a visitor waiting room on a ward or buying specialist medical equipment such as stroke chairs and incubator covers. Our Community Fundraiser then works with schools, business and local people to get them involved in fundraising for the specific item. They may put on an event, be sponsored to join in one of our planned events like a run or a skydive, or simply hold a cake sale. It all helps towards making a better experience for patients.



every £25 provides
a massage for a
patient

hands across Barnet

The Complementary Massage Service at the Royal Free has come to Barnet. The service provides treatment that reduces the pain and anxiety of being in hospital, helping patients cope with their illness. Keith Hunt MBE has been spreading word of the Service as far afield as Japan.

Keith and his team give more than 25,000 massages annually to patients at the Royal Free, and from 15th April this was extended to Barnet Hospital. He has just returned from speaking at conferences in Tokyo and Osaka on the use of massage in a hospital environment. Many of the therapists in attendance were nurses trained in giving massages who wanted to offer this complementary service in their own hospitals.

Massage therapy is about treating the person and not the illness, and for many patients it is the high point of their day. Complementing medical treatment, all patients with any condition can be considered for this therapy which eases pain and anxiety, lowers

blood pressure, and promotes relaxation and healthy sleeping patterns.

Keith explains, "We will be starting at Barnet with oncology and haematology to give in-patients and out-patients some very gentle massage and also to accommodate staff in having a treatment. Our work is focused on us being a 'treat' not the treatment, and looking after the person behind the disease whilst the doctors and nurses are tackling the disease. All treatments are with the relaxing Swedish method with no depth and no pressure points used. It's a repetitive stroke and in just 15 minutes a difference can be felt. The sessions are free and all patients will be on a referral basis.

Eventually we will add other medical conditions to our work and extend the service to Chase Farm. I hope that Barnet and Chase Farm will enjoy the service that we will provide them."

One of the first patients to benefit from the service, Dijana Matich, said afterwards: "After my second chemo I really suffered and felt so tired, but coming here today has definitely helped and I've booked again for next week. It felt like the nicest, silkiest, cotton touch and made me feel so relaxed. It's been really beneficial."

The service is funded by the Barnet Hospital Charity. Alison Kira, the charity's Development Manager says "We are really proud to be providing this new and important free service to patients at Barnet Hospital. The feedback from the patients at the Royal Free has been that this a real help to patients during their treatments.

The service is entirely reliant on donations. While the charity is starting the service in oncology and hematology, we hope to be able to roll it out to other departments shortly."



You can also make a donation to the Massage Therapy Service.

Text: CALM77 £5 (or any amount) to 70070

Online: justgiving.com/MassageTherapy

Cheque: Send a cheque payable to Barnet Hospital Charity Fund 270 to FREEPOST ROYAL FREE CHARITY (no additional address or stamp needed)

Starting out in the world

The Starlight Neonatal Unit at Barnet Hospital cares for premature and sick new babies. It is a specialist unit and can care for up to 30 babies at any one time. The unit is also the first in the UK to have created special single rooms enabling the parents and their baby to stay together 24-hours a day.



Karina Wyles, Senior Matron showed us around the unit and introduced us to some of the parents and their babies. She said "The rooms we have are very basic and because parents might be staying here for a few weeks we are trying to raise funds to make them more comfortable. We are helping to raise funds to continue to provide a positive experience for babies and their families."

- £20 will buy cosy blankets
- £50 will buy positioning aids
- £110 will buy an Incubator Cover
- £400 will buy more comfortable mattresses for the beds
- £1,500 will pay to redecorate the expressing room
- £2,000 will pay for a specialist comfortable chair for parents during prolonged episodes of skin to skin care that benefits both parents and infant.

You can also make a donation to the Starlight Neonatal Unit.

Text: STNU50 £5 (or any amount) to 70070

Online: justgiving.com/StarlightUnitBarnet

Call: Royal Free Charity Head Office 020 7472 6677 stating your donation is for the Barnet Starlight Neonatal Unit Fund 445



Voluntary Services Department

Our volunteers have many different reasons for giving their time, energy and skills. They help improve the patient experience and work to support the hospital staff, making the hospital a more welcoming place for patients and visitors. Look out for our volunteers in their purple tops!

ARE YOU INTERESTED IN VOLUNTEERING?

The definition of volunteering is:

Unpaid work that benefits others, to whom one owes no obligation.

It can be very fulfilling to do work that is motivated by good will rather than money, and we highly value the time and commitment donated by all of our volunteers.

To become a volunteer you must be at least 17 years and 6 months old, and you must commit to either 6 or 12 months of voluntary work, 4 to 6 consecutive hours a week.

There is a variety of roles available such as:

- meeting and greeting patients
- specialist roles on wards including helping to feed at mealtimes or as a dementia companion
- putting together emergency care packs
- supporting the fundraising team and day-to-day admin

All appropriate induction, training and support will be provided.

Become a volunteer

Contact: Beverley Smith
Voluntary Services Supervisor
Barnet and Chase Farm Hospitals
Wellhouse Lane, Barnet,
Hertfordshire EN5 3DJ
Phone: Barnet 020 8216 4449
Chase Farm 020 8375 1349
Email: beverley.smith28@nhs.net
Online: royalfreecharity.org

5 minute interview

Barry Bloom
Volunteer



Why did you first become a volunteer at the hospital?

It was something useful to do now that I am semi-retired and a feeling that I would like to give something back to society.

What do you do in your volunteering role?

Mainly escorting and directing patients around the hospital. Occasionally I help with administrative work in the office.

How often do you volunteer?

All day on Wednesdays.

How long have you been a volunteer at the hospital?

Nine months.

What do you most like about it?

I like the feeling that you are providing a useful and helpful service but you are under no pressure to perform or adhere to strict hours.

How does volunteering make you feel?

Satisfied that you are doing a useful job.

How do you know you make a difference?

This has been one of the interesting and unexpected aspects of the role. I never expected so many people (both staff and patients) to come up to me and thank me for what I am doing and for giving up my time.

I am also obviously a useful object for people to vent their anger upon, particularly about the parking situation. Others just need somebody to listen to their life story, so you have to be patient.

What is your most memorable or proudest moment as a volunteer?

I have not really been doing it long enough to give a decent answer, but having a little medical knowledge, I was proud to be able to redirect a patient back to the cardiac department when she was storming out. I was also able to comfort a crying gentleman.

and finally



royal free
charity

barnet hospital
charity

chase farm
charity

BETTER TOGETHER

In July 2014 the Royal Free, Barnet Hospital and Chase Farm Hospital became one large Foundation Trust. With that came the opportunity to bring the benefits Royal Free patients have through the Royal Free Charity to Barnet and Chase Farm. The Royal Free Charity provides the big differences, such as cutting edge research and pioneering equipment, as well as the little touches, such as massage therapy, trained patient support volunteers, personal emergency packs and improvements to the environment through art and music. Barnet Hospital Charity and Chase Farm Charity are part of the Royal Free Charity.

COMING EVENTS

For more events information and to book:
Online: royalfreecharity.org/events
Email: rf.fundraising@nhs.net
Phone: 020 7472 6761

Skydive

Date: 19th September 2015

Location: Brackley Airfield

Got the guts to jump out of a plane? Your friends would pay to see that! Take the chance to raise money for the hospital. Booking for this date closes 12th June, but please phone if you want to enquire about the next date.

Fundraising target: £395

Registration fee: £70

London to Brighton Cycle

Date: 6th September

If you are in good shape and have a good bike why not join us for this amazing day cycling from London-Clapham Common to Brighton's sea front.

Fundraising target: £100 minimum fundraising

Registration fee: £40 –includes lunch!

Want to run the Marathon in 2016?

For a chance to enter the 2016 London Marathon for the Royal Free Charity please email rf.fundraising@nhs.net for a ballot form that needs to be completed and returned by 30th September 2015.

Fundraising target: £1,250

Registration fee: £100



HOW YOU CAN HELP...

- Make a one-off or regular donation, even just £5 can pay for an emergency care pack
- Join one of our fundraising events or create your own
- Become a 'Friend' of the Charity and make a small monthly donation

Get in touch with our Head Office at the Royal Free
Phone: 020 7472 6677

Email: rf.fundraising@nhs.net

Online: royalfreecharity.org

Or contact Alison Kira, Barnet and Chase Farm Development Manager at Alison.kira@nhs.net

...and don't forget to follow us [@BarnetHospChty](https://twitter.com/BarnetHospChty)

LEAVE A LEGACY

Remembering Barnet Hospital in your will

With a will you can ensure that the people and charity work you care about are provided for after you have gone. Leaving a gift to the Barnet Hospital Charity means you can support the future of care, treatment and research for generations to come. If you wish to support a particular department in the hospital our trustees will do everything they can to apply your legacy in accordance with your wishes. Making or amending a will is straightforward – please speak to a solicitor or call us for more information.

Phone: 020 7472 6677

What type of gift should I leave?

- Cash gift
A fixed amount of money
- Percentage of your estate
A share of what is left in your estate – either in total, or after you have provided for others. This option is the most popular because you might not have to change the will later if your circumstances change

Charity no 1060924



To receive this newsletter regularly
email rf.fundraising@nhs.net