Since winning the NHS Wales Awards the Care Home Ask and Talk (C.H.A.aT) Volunteer Service has gone from strength to strength. 6 new volunteers have been recruited (making a total of 13 C.H.A.aT volunteers). The service has been rolled out across all nursing homes within the Aneurin Bevan UHB geographical area. We continue to work very closely with the Royal Voluntary Service who have developed a similar service in residential homes, using the C.H.A.aT service model. This means that all older people living in residential settings in our area now have access to a dedicated volunteer. Following feedback from older people and their relatives, 5 key themes to improve patient experience were identified.

In summary our actions as a Health Board in partnership with the NHS Retirement Fellowship include:

**Transition:** a pilot is commencing in YYF on two hospital wards in January. C.H.A.aT volunteers will support older people and their relatives faced with needing to make decisions about care homes on discharge.

**CMO to present Fifth Fellowship Award**

Dr Ruth Hussey OBE, Chief Medical Officer, Welsh Government will present, on behalf of the Gwent branch, a Fellowship award to the Aneurin Bevan University Health Board on Wednesday 4 February 2015 at the Welsh Government, Cardiff Bay. David Jenkins OBE, the Health Board’s Chairman will be present to receive the Award.

**Continued on next page.**

**Welsh National Conference**

Thursday 3 September 2015
The Metropole Hotel
Llandrindod Wells

**Keynote speaker**

Dr Andrew Goodall
Director General of Health & Social Services
Chief Executive NHS Wales

Gwent branch volunteers team win prestigious national ‘Outstanding Innovation In Care’ Award

C.H.A.aT in action. Mrs Shirley Davies, resident (L) with Barbara Davies

Continued on next page.
The Book Club is going from strength to strength with over 300 members. Everyone receives a free book six times a year to read and review. This year The President’s Hat by Antoine Laurain and Peaches for Monsieur le Cure by Joanne Harris were particularly enjoyed. The 2015 book list will be finished shortly with a huge variety for our readers to get stuck in to.

Enjoy reading? Join the book club

The volunteers will then visit the older person in the care home to continue support. A ‘Choice of Accommodation’ Policy has been drafted and is going through consultation. Access to the community: Nursing homes have now received training from the NHS Centre for Equality and Human Rights on basic human rights and an individuals’ right to a family life inside and outside of a care home. Involvement in Care Decisions: All nursing homes have now received training in engaging older people and their relatives in advance care planning, and older people are able to express what they want as their condition deteriorates. Activities: Innovative activities are being demonstrated at the Provider Forum, ensuring individuality and the need to ask older people what they want to ensure meaningful activity. ‘Trip Advisor’: Discussions have taken place with Cardiff University, Age Cymru, The Care and Social Services Inspectorate for Wales and 1,000 Lives to develop a live web based system to help older people and their relatives access live feedback on care homes to enable informed decision making. A bid has been submitted to support this development.

Since winning the NHS Awards, the C.H.Aat service model has been showcased at a number of events including the Wales Audit Office Best Practice seminar, the IQT Gold Network and the National NHSRF conference. A Senior Officer of the Care and Social Services Inspectorate Wales has also commended C.H.Aatat to the inspectorate in the Netherlands!

Tanya Strange, Divisional Nurse Primary Care (CHAat Service Manager) said: “Winning the NHS Wales Award in the Category of ‘Putting patients at the centre of service redesign and delivery’ demonstrated the powerful impact patients and their relatives can have in driving forward sustainable models of excellence and innovation. There is a wealth of experience in the NHS Retirement Fellowship and winning the ‘Outstanding Innovation in Care Award’ shows how, with just a little imagination and the support of retired NHS staff, patient experience can be significantly improved”.

The CHAat Project Team
Senior Golf Tour 2014

St Pierre Hotel Golf & Country Club
Thursday 11 September 2014

‘The best year yet’ was the view expressed of John Barker, CSRF Captain, at the 3rd. Seniors Golf Tournament’s prize giving ceremony held at St Pierre Golf and Country Club on Thursday 11 September. 62 enthusiastic golfers comprising 6 CSRF, 44 NHSRF and 12 sponsors and guests competed for the coveted CSIS Trophy.

Tournament champion with 39 points was Nick Wood NHSRF Bristol with Roger Meadows, CSRF Norfolk, coming a close second with 37 points.

Unlike the very wet 2013 event, the weather was excellent with constant sunshine and a cloudless sky throughout the day. No excuses this time for any bad performances.

Open to all existing and retired Civil Servants, NHS staff, their families and friends of all golfing abilities.

The team event with 85 points was won by Hugh Ross, Paul Nicholls, Roger Moyse and Nick Wood, a NHSRF Bristol foursome with again, Rogers Meadows and his team David Newstead, Sheila Gavin and June Meadows coming a very close second with 84 points.

For further info about the 2015 event which will again be held at St Pierre on Tuesday 8 September, please contact:

John Toman
Tournament Director
01291 620345
07768 406233
johntoman@btconnect.com

Photography competition

The theme for the competition closing on 31 May 2015 is:

Fitness and Fun

Who can enter?
Entries are welcomed from any member. You may be an experienced amateur or you can simply enjoy taking pictures for your own and family enjoyment.

Closing date
The closing date for the “Fitness and Fun” competition is 31 May 2015 and the winner and highly commended awards will be announced in June.

View the entries
You can see entries from past competitions at various local meetings and conferences and at the NHSRF annual conference. Many of the previous competition entries are available to view online: Wildlife and Pets at http://tinyurl.com/wildlifeandpets, Seasonal Colours at http://tinyurl.com/seasonalcolours and Travel at http://tinyurl.com/2014travelcompetition

Prizes
There will be an individual prize of £100 for the NHSRF and the CSRF winner and two runner-up prizes of £50 for each Retirement Fellowship thanks to the generous sponsorship of the Civil Service Insurance Society (www.csis.co.uk)

How to enter
If you are not already a group member, please contact the Competition Co-ordinator:
Anthea Graham, Glais Bheinn, Lochcarron, Ross-shire, IV54 8YB
Email: photography@nhsrf.org.uk
Tel: 01520 722951
Aberconwy
Our Branch is sorry to report the passing away of three of our members. In July ALWYN WHITE and in October his wife MORFYDD, popular long standing members and always a pleasure to see at our meetings. Morfydd worked at Llandudno General Hospital and was a District Nurse prior to retiring. Also The founder member of our Branch MARTHA (Mat) MICHAEL sadly passed away in November. Before her retirement she was a well respected Ward Sister in Llandudno. Mat was instrumental in getting our branch off the ground and she and her late husband Stan formed a committee and encouraged the group to grow. They will be sadly missed.

In the past few months we are pleased to report that we have had 8 new members join us, however due to ill health or other reasons we have 3 members who were unable to commit to membership this year.

On a lighter note we have enjoyed a variety of speakers, of note delegates from Blind Veterans UK who have an excellent facility in Llandudno and help servicemen and women come to terms with catastrophic injuries. Another speaker took us on a trip through the upper class hotels in London, telling of gentler times and the past grandeur of these hotels. We have climbed mountains, metaphorically speaking, with Mountain Rescue from the Ogwen Valley. All our speakers have given us food for thought and resounding applause, showing our appreciation, was given to all.

Mrs Beryl Shields recently celebrated her 90th birthday and Mr and Mrs Ken & Joyce Faulkener celebrated 60 years of marriage. All are founder members and our members sent their best wishes for both events.

In November we had a trip to Liverpool, and also at our meeting this same month we had our annual general knowledge quiz delivered by Mr Ken & Joyce Faulkener everyone was a winner, it is all light hearted good fun (lots of cheating going on). We are all looking forward to our Christmas lunch in December.

Our Branch Newsletter is published quarterly and I get encouraging feedback, our newest feature is ‘Earliest Memory’ and this is taking members down memory lane as they think about their young lives and what they can recall.

Aberconwy Branch sends all our good wishes to other Branches and wishes you all good health in the New Year.

Margaret Nolan, Secretary

Bangor
These are some of the Branch activities held during the last few months.

In April we held our AGM, we now have a new Treasurer – Angela Hadgett, a new membership secretary – Peggy Thomas and a new Catering officer – Anora Rigby. During the last 2 months we have had 5 new members.

In June we had a very enjoyable trip to Chester which was well supported. In September we had an outing to the Anderton Boat Lift and river trip in Northwich, followed by a short stay at the Tweedmill factory outlets at St. Asaph, again this was well supported and which turned out to be a great success helped by good weather.

In July we had a very interesting talk by Patricia Monday Yates on the history behind some of the churches local to Wales.

In October Alun Pritchard gave us his annual update on his charity work supporting poor families in Africa. November sees our usual festive tea and chat, and in December our Christmas dinner will be held at the Anglesey Arms in Menai Bridge, so far the number of members attending is very encouraging.

On behalf of the branch I would like to wish all members good health a Merry Christmas and a Happy New Year.

Arthur Pritchard, Secretary

Cardiff
The highlight of this years monthly events must have been the visit to the Houses of Parliament in November.

67 permits had been obtained through our local member of parliament (free of charge instead of the usual concession rate of £20!) Our group had to be divided into three manageable numbers, each led on a 75 minute tour, with an expert “Blue Badge” guide.

Tour highlights included Westminster Hall, Central Lobby, Queen’s Robing Room and of course the Commons & Lords Chambers. Today in Parliament on television will be looked at in future with a far greater understanding of how both houses operate.

A massive tick in my own “bucket list” Downsie... departure from London at 5:30pm on a Friday evening, delayed our return to Cardiff until 10pm. A long, tiring, but rewarding day.

Norman Bishop, Chairman

Ceredigion
Our annual lunch (which is normally advanced to early January) was this year postponed to May. It was worth the wait and it was so pleasant to dine overlooking the bay with sun streaming through the windows instead of the Irish Sea! The catering was superb in the Richmond Hotel and our events secretary Margaret Joshi is at this moment negotiating another in Jan 2015. Fingers crossed that the storm is not repeated.

Another highlight in this year’s calendar was the “Afternoon Tea at Glandyf Castle”. It was built in 1820 by a descendent of the infamous Judge Jeffries of Shrewsbury. This George Jeffries and his wife Justina were friends of the Romantic Poets. Keats and Shelley were said to have visited and Thomas Love Peacock was married there. It is now a “5 star luxury Boutique Guest House” and has a Gold Award. www.glandyfcastle.co.uk. We certainly lapped up an excellent tea in the Hall and the rest of the afternoon enjoyed the views and setting sun from the front of the castle. See photos taken by Helen Hughes. To anybody of my age however the most notorious owners were Sir Bernard and Lady Docker. Sir Bernard was Chairman of B.S.A. and bought the castle in the 1950s. His wife (Naughty Norah) was infamous for her ostentatious behaviour, such as gold-plating all the chrome on her luxury cars and wild parties on her yacht inherited from one of her previous husbands. The cost of the castle was met from B.S.A. funds and the subsequent shareholder rebellion lost Sir Bernard his job as well as his castle. None of that mattered to us drinking our teas and coffees and chatting in the warming sun, however. A most enjoyable outing. Thanks to Margaret Joshi and Megan Hughes.

The talks that we’ve enjoyed included Brian Morgan who’s title was “working in Central Asia”, Iain Guile our local thespian who amusingly went through the history of pantomime in Aberystwyth and the Wardens Dramatic Society (formed by Air-Raid Wardens in the Second World War.) On the 13th October, Lona Phillips made a lot of us re-consider our diets as she talked about “Diabetes – Facts and Figures”. This is a growing disease mainly to do with lifestyle and it has made your correspondent cut out the deep-fried Mars bar. Did you know the Mars bar and I share a birthday?

I hope that the accuracy of my reporting will now improve as I’ve just been fitted with new hearing aids by our wonderful Bronglais Hospital Audiology Department. Lang may their lum reek!

The late John P Evans
(see obituary on the following page)

North East Wales
Branch on the move.
As from January 2015 we will be moving to a new venue. Our meetings will be held in Gwersyllt Cricket Club. I have obtained this venue free so we will have a savings of over £200 per year. The days will also change from a Monday to a Thursday but will remain in the third week of every month. The times of meetings remain the same 7.15pm.

Margaret Arkinstall, Secretary
Pembrokeshire
The Pembrokeshire Branch went for an outing to the new local Archives Centre, where, along with a fascinating talk on how the archives are supplied with memorabilia and document, how they restore and store the items that they have in their inventory and how the new archives office and storage facility were designed, we were also shown and allowed to physically examine quite a number of interesting old documents, pictures, newspapers and picture postcards from around Pembrokeshire, some going back to the middle and early 1800’s or so, although the really old letters and deeds we were shown going back many, many centuries were facsimiles for safety. It was a fascinating morning thoroughly enjoyed by all who were able to attend, and followed up with a lunch together at a local pub.

South East Wales Ambulance
In November a number of our members had an enjoyable trip to the Dolman Theatre Newport to see Standard Telephones Musical Society’s production “The Most Wonderful Time of the Year”, which one of our members, Mr Graham Smith was in the cast.

Our Christmas lunch will again be attended by John Toman and our LHB Chief Executive.

Looking to 2015 we have a five day trip to Dublin and Belfast, which includes a visit to the Titanic Exhibition, in May and a day trip to visit the Houses of Parliament in July.

With all our activities we are continuing to attract new members.

Rhodri Powell. Chair

Pontypridd and Rhondda
Our branch has been extremely active since the last issue of update. Following our emotional and enjoyable visit to Ypres in April we have had a day trip to Gloucester Quays and Bourton on the Water in June and are now looking forward to our “Turkey & Tinsel” weekend in Chester at the end of November.

We have had a number of interesting speakers over the past months and have a full programme of talks booked for 2015.

In September we had the annual skittle match with Gwent and Merthyr followed by an enjoyable buffet. At this event the raffle raised £106 for the MacMillan Nurses Fund.

Our members, who attended the annual conference in Llandrindod, were delighted when Millie Richards won a prize in the craft competition.

On the 3rd December we will be visiting the Merthyr Branch for the annual Christmas Quiz.

Pontypridd and Rhondda

We are now looking forward to December when we will once visit the Parkway Hotel Cwmbran for our annual Christmas lunch, entertainment will be provided by Lorna Pearson, Humanist Poet which brings us to the start of 2015 where once again we have a varied programme arranged for the forthcoming year.

We wish all members and their families a Prosperous New Year.

Vivian Watkins. Secretary

West Glamorgan
A founder member, Audrey Collins, passed away in May and left a legacy to the branch. In her memory, all branch members were invited to a lunch at the Celtic Manor Resort which was greatly appreciated. With best wishes to all members for Christmas and the New year.

Val Streeter. Secretary

John Evans. 1932 – 2014
John Pritchard Evans, John Trombone, John X-Ray, or simply JP was a man of many talents, many interests and above all, many friends. Those who were privileged to have known him remember him as a dear kinsman, a great teacher, a wonderful colleague, an inspirational speaker and a calm and steady influence in all of his endeavors. Quick witted and generous, he had a very and sometimes cynical sense of humour and lived life to the full. John trained in radiography in 1952 during National Service and although he was surprised to learn that radiography was unrelated to radios, as with most endeavors in his life, he tackled it with aplomb and excelled, establishing the career that would stay with him throughout his life. In 1969 the family moved to Aberystwyth where John accepted the position of Clinical Tutor of Radiography at Bronglas Hospital. John, a founder member of the Ceredigion branch, was a staunch supporter of the principles of the Fellowship at both all Wales and UK levels. He served as a member of the All Wales Liaison Committee since its formation in 2004 and a constant delegate at both the Welsh National Conference and the Fellowships UK Conference. He will be sadly missed.

Margaret Went. 1943 – 2014
Many Welsh members will already know that Margaret Went died at home very suddenly in July, shortly after the National Conference 2014. Margaret was very involved with the Gwent branch of the NHSRF, having been Membership Secretary and, at the time of her death, had been Chairman for a few months. She was very much involved with the CHAat project in Gwent and had spoken about this at the National Conference. She had been thrilled by the CHAat team being selected overall winners out of 144 entrants at the NHS Wales Awards for Innovation in Patient Care in early July 2014. Her work with this important project lives on and more volunteers are becoming involved.

Her position as Chairman of the Gwent Branch is being left vacant until the Gwent A.G.M in March 2015 but her plans for outings and theatre visits are going ahead as she had planned, with the former Chairman (Delyth Hunt) and Secretary (Marilyn Beardmore) dealing with matters.

Margaret had led a busy, family life. She had been a ward sister in the geriatric department in Newport for many years. She had been active in the local community and for over 25 years had worked for the Samaritans. The high esteem in which she was held was reflected in the size of the congregation at her funeral, amongst them a large group of NHSRF members from the Gwent branch and John Toman, Development Officer.
Annual Conference 2014 – Pictorial round up

Cardiff branch

Ceredigion branch

Pontypridd and Rhondda branch

Gwent branch

North East Wales branch

Arts & Crafts winner Molly Richards, Pontypridd & Rhondda. ‘Cinderella Upside Down Doll’

Ethel Armstrong, President and Dr Cynthia Matthews, Chairman

Kay Robinson and Sherry Smith
End up

Merthyr and Cynon Valley branch

Arts & Crafts. Liz Hitchins. Gwent. ‘Lace Fan’
Highly Commended

West Glamorgan branch


Raffle winners
Inter branch skittles challenge

The annual skittle match was held in September between Merthyr, Gwent and Pontypridd. All branches turned up with teams determined to win the coveted trophy. It was a very close and tense battle and the last player for Pontypridd had to knock two skittles down with his last ball in order to win. Fortunately for Alan, he held his nerve and completed the task. There was only six points between all the teams and Pontypridd won by one point. Following all this tension, everyone relaxed and enjoyed the buffet. The raffle raised £106 which was donated to the MacMillan Nurse Fund. Everyone is looking forward to next years event.

Rhodri Powell. Chair

The NHS Retirement Fellowship in Wales

There are now 14 thriving branches in Wales and if you are interested in obtaining information on joining your local branch you should contact your nearest representative from the list. The Welsh Retirement Fellowship is actively supported by the Welsh Government, Health Board Chairs, Chief Executives and Directors of HR and OD and the Welsh NHS Confederation. Anyone interested in membership or assisting with running a branch should contact John Toman Fellowship Officer for Wales.

ABERCONWY
Margaret Nolan 01492 584219 christopher.nolan1@homecall.co.uk

BANGOR
Arthur Pritchard 01248 354506 pritchardarthur@btinternet.com

CARDIFF & DISTRICT
Bob Holbrook 029 2074 4132 holbrook44@yahoo.com

CARMARTHENSHERE
Eleanor Corcoran 01267 221724 Eleanorann@btconnect.com

CEREDIGION
Helen Hughes 01970 611700 helenhughes584@btinternet.com

CLWYD
May Williams 01352 712731 m.williams743@btinternet.com

GWENT
Marilyn Beardmore 01633 661954 mabeardmore@yahoo.co.uk

MERTHYR & CYNON VALLEY
Keith Gould 01685 385647 keithgould56@hotmail.co.uk

NORTH EAST WALES
Margaret Arkinstall 01978 356234 margaretark@talktalk.net

NORTH WALES AMBULANCE
Mik Webb 01492 535781 mik.webb@btinternet.com

PEMBROKESHIRE
Shan Bartlett 01646 601641 sebartlett@talktalk.net

PONTYPRIDD & RHONDDA
June Powell 01443 230382 rhodri.powell@sky.com

SOUTH EAST AMBULANCE
Vivian Watkins 01633 817871 vivien.watkins@tiscali.co.uk

WEST GLAMORGAN
Val Streater 01792 406849 valstreater@hotmail.com

John Toman
Fellowship Officer – Wales
T: 01291 620345
M: 07768 406233
M: johntoman@btconnect.com

Visit our website www.nhsrf-cymru.co.uk