

Newsletter



January - March 2024

Welcome to our newsletter!

The newsletter will fill you in on everything that's been happening in the charity such as volunteer hours, total patients logs, and any special events that have taken place or are coming up.

This edition will cover January-March 2024. Enjoy!



Here's a message from our Head of Service, John:

Dear Supporters,

As we embrace the dawn of March, I extend warm greetings to each and every one of you. It's been an exhilarating journey thus far, marked by collective efforts, milestones, and moments of profound gratitude.

In January, we convened for our Annual General Meeting (AGM), a pivotal moment for reflection and renewal. At the heart of our discussions were the invaluable contributions of our volunteers, whose unwavering dedication fuels the engine of our charity. Together, we charted our progress, welcomed fresh perspectives from esteemed partners like Glasgow Street Pastors, and entrusted new trustees with the responsibility of shaping our future endeavors.

February brought with it a surge of energy and commitment from our volunteer base. The unprecedented increase in volunteer hours underscores the growing impact of our charity within the community. Amidst our endeavors, we paused to honor the invaluable service of National Mental Health Nurses, whose compassionate care touches the lives of many. Additionally, we celebrated the joyous bond between humans and their furry companions on National Love Your Pet Day, a testament to the interconnectedness of our shared experiences.

As we stand on the cusp of March, I am thrilled to share a momentous announcement with you all. Our anticipation swells as we prepare to introduce a new addition to our fleet - an ambulance poised to enhance emergency response capabilities within our community. This milestone signifies not only the progress of our organization but also our unwavering commitment to serving those in need. Stay tuned for further updates as we embark on this transformative journey together.

In closing, I extend heartfelt gratitude to each member of our community for their steadfast support, dedication, and unwavering belief in our mission. Together, we will continue to illuminate the path toward a brighter, safer future for all.

With warm regards,

John Barclay
Head of Service, Glasgow Street Aid

What we've been up to...



In January, our ambulance was in desperate need of four new tyres to stay on the road and to respond quickly to emergencies. We created a post on social media asking for help and, within moments, the incredible **Gorbals Tyre Centre** reached out and offered to provide us four new tyres and fitted them for free!

A huge thank you for their incredible generosity and we were back on the road and ready to respond in a flash!



On the 25th of January we had our **Annual General Meeting (AGM)**. We would like to thank all of the volunteers who attended as well as some of our working partners; **Glasgow Street Pastors, Routes Out and Glasgow Humane Society** who gave up their time to come and hear about all we achieved in 2023!

This years guest speaker was **Wilma** from the **Glasgow Street Pastors** who delivered a truly inspiring talk for the attendees.

We would also like to thank the **Leonardo Hotel - Glasgow Branch** for allowing us to use their lovely meeting room for free for the third year in a row!



What else have we been up to...



On the 23rd of February, two of our trustees, Caitlin and Mark, along with our Head of Service, John, attended the **Invisible Cities Networking Event**. Our team had a wonderful time speaking with Invisible Cities along with other like-minded individuals and organisations who are as dedicated as us to making a positive impact within the community.

We want to say a massive thank you to **Invisible Cities** for inviting us to your event and we're looking forward to the next one!

Still to come....

REMINDER!

As we mentioned in the last newsletter, we currently have eight of our volunteers signed up to do the 2024 Kiltwalk in Glasgow on Sunday, April 28th. The funds raised will go directly to your chosen charity!

There are three different routes to choose from:

The Mighty Stride which is 22.6 miles averaging at around 8 hours

The Big Stroll which is 14.2 miles averaging at around 5 hours

and **The Wee Wander** which is 3.1 miles averaging at around 1.5 hours

It should be a fun day so if you'd like to get involved, head on over to:

<https://glasgowstreetaid.org/kiltwalk-2024>

If you can't make it but would like to support us, here's our Just Giving QR code!

Hope to see you there and good luck to everyone who's taking part!



What's our Special Projects Team been up to?



What a fast paced but fun few months I've had! No idea where time has flown to.

Lots of information gathering (many a database to fill) and several networking events attended this quarter - exciting things on the cards!

Speaker news -

After a power cut last year put a stop to our highly anticipated event for both **95th and 65th Girls Brigade groups' Heroes Festival** - we managed to make it happen. Brilliant questions and engagement from the girls (P4 to S4) - a few budding future medics amongst them for sure! I was delighted to be presented with a **£50** donation and the aptly gifted Heroes chocolate for our weekend crews. A keen and orderly queue was formed at the end to try on my medic vest - picture attached.

Hillington Women's Guild had a last minute cancellation for a speaker and I was asked to fill in. I was delighted to be able and had a lovely afternoon entertaining the ladies. A very welcome donation of **£30** for our funds and I've been asked back later in the session to present our 2nd presentation 'Stories from the Streets' - a selection of photographs taken by award winning photographer, Cameron Scott accompanied with stories from some of our teams.

Last year, **Cadder Church Women's Guild** had chosen GSA to be recipients of the proceeds from their 'Martha Table' - I know many local ladies have been busy baking their famous tablet, lemon curd and jams to boost funds. I was invited along to their AGM, to be presented with the cheque - a very generous **£300!** The speaker diary is filling up quickly, so if you'd like to book a talk for your organisation or group - please email alison.hepburn@glasgowstreetaid.org for more information.

In other news -

GSA Head of Service, John Barclay and I welcomed both MSP **Paul Sweeney** and colleague **Ruth Hall** to tour our Medical and Welfare centre in February- really great visit and we had a chance to discuss some issues. Thank you for the window tap(s) Paul!



What else has our Special Projects Team been up to?



Last year, some of our volunteers mentioned that they had never given blood (or hadn't in a while) but wished to - so Special Projects got to work and in consultation with the fantastic recruitment team over at The Scottish Blood Donor service we organised a couple of GSA team visits to do just that! The initiative received a fantastic response from our volunteers and we signed up 8 new donors along with a few regulars - so many in fact, that we had to make 2 visits! 14 donations in total! Teamwork! ❤️

Very special thanks to the brilliant team at Glasgow's Donor Centre for accommodating us including our first timers - see you again in the summer!

Why not take the quiz to see if you can donate yourself?

<https://www.scotblood.co.uk>



Been up to anything else?

2 mins
Acute Behavioural Disturbance

| WHAT ??? | SO WHAT | NOW WHAT >> |
|--|--|---|
| ABD is a clinical presentation defined as a state of extreme mental and physiological excitement, characterised by extreme agitation, delirium, hyperthermia, hostility, exceptional strength, and endurance without apparent fatigue. Bizarre and vile behaviour can mean that ABD patients initially encourage the police. ABD is most associated with the use of illegal recreational drugs and is thought to be linked to dopamine and serotonin pathways. ABD can be caused by acute psychosis or mental disorders, infection, metabolic disorders, drugs, or alcohol withdrawal. It is not ABD if the patient has agitated delirium or has delirium without agitation. | Patients will have physiologic signs of autonomic dysfunction, including significant tachycardia, lachrymosea, hyperthermia, and sweating. These may be associated with multi-organ failure. Severe metabolic acidosis is the most significant factor, resulting in cardiovascular collapse and death. Vigilant monitoring is needed throughout. Other signs and symptoms to look for: <ul style="list-style-type: none"> • Acute psychosis • Constant or near constant physical activity without fatigue • Hot to touch - often naked • Insensitivity to pain • Extreme aggression or violent behaviour • Attraction to glass • Lack of response to others / fearless | Primary Focus <ul style="list-style-type: none"> • Managing your ABD patients using de-escalation techniques • Request senior clinical support early • Request police if necessary. • Keep restraint time to an absolute minimum. • Any restraint must be justifiable. • Be conscious of positional asphyxiation. |

Why sit scrolling on your phone in the loos when you could be learning some fun medical facts! Our Training Lead, James, has created 2 Minute Loo CPD's that he shall be updating every month in the volunteer toilets! If anyone would like to complete a poster, please let James know! Here's a peak of the first issue!

Some of our volunteers headed out for our first coffee and a walk day of this year! Set up by our Welfare Lead, these coffee and walk sessions are designed for our volunteers to get out for some fresh air, and help tackle any feelings of loneliness or irritability. It also helps get some vitamin D which is linked to overall health, immunity and emotional wellbeing whilst also getting some exercise and a natter! It's also a great way for everyone to get to know each other outside of volunteering hours!



Volunteer Awards



**GLASGOW
STREET
AID**

We have some exciting news for our volunteers!

In the next few months, we shall be giving out some awards as voted for by our Trustees!

We will be setting a date for these awards very soon so keep your eyes peeled!

Here's a sneak peak of the award categories and good luck to everyone!

Standard Awards

Clean King/Queen

In recognition for always taking the initiative and keeping the building and other areas in tip top condition.

Best with Youths

In recognition for building the best rapport with the youths and handling their jobs with ease.

Hot Shot with Mental Health

In recognition for having positively impacted someone else's mental health and helped them overcome their most challenging moments.

Compassion King/Queen

In recognition for always having a caring and compassionate mindset towards others.

Calm in a Crisis

In recognition for always having a calm demeanour in the most stressful of circumstances.

Platinum Awards

Over and Above

In recognition for your endeavours for continuously exceeding expectations, and going over and above for Glasgow Street Aid.

Performance

In recognition of continuous outstanding performance.

Team Impact

In recognition of your commitment to maintaining and improving the mental welfare of your colleagues and promoting sustainable mental and physical health.

Volunteer of the Quarter

In recognition of your outstanding performance, superior dedication and positive attitude out on shift at Glasgow Street Aid.

Volunteer of the Year Nomination



One of our street team student paramedics Megan has been nominated by her colleagues for volunteer of the year in the Scottish Charity awards by SCVO.

Megan has been a volunteer in GSA for two years and within that time has done an incredible amount to support the charity in every role. From initially completing the Kilt walk with her partner in 2023 and helping with our fundraising days to being the lead organiser for the charity this year. Megan is constantly looking for ways to support the charity and her fellow volunteers.

This year she has taken the step to join our welfare department helping provide confidential support to all our volunteers who have been involved in incidents that can be challenging to deal with providing with that listening ear and support.

Megan herself is within the final 6 months of her degree in Bsc Paramedic Science with Queen Margaret University in which she will qualify and become a HCPC registered paramedic.

Megan has spent some of her placement time within the charity, donating her time on her third sector placements to support the people of Glasgow and with that has excelled in everything she does.

We hope you will support us in voting for Megan when the time comes!!



ProCloud and Glasgow Street Aid Updates!



Our new asset management system, ProCloud, is nearly live! Since late last year, we have been working with CSS to ensure that we can take hold of our assets and consumables and ensure we can keep track of all the things the charity owns and also to ensure we never run out of essential, life saving equipment.

As the programme is progressing, we are reorganising our store room and giving each stock item it's own place. This will help us organise better and give us a better oversight of the consumables we have and require to order more of.

CSS has kindly donated us a tablet to help with scanning new items into our inventory and for checking items out. This will give us greater control of our stock and the system will alert us immediately if we require to reorder certain items. It also means we can keep track of equipment when we loan it to our volunteers to use on shift. A massive thanks to CSS and particularly Melanie and Rebekah who have supported us through the testing and implementation of the system. Not only will ProCloud help us to manage our assets and inventory, it will free up time for our volunteers and give more back to the community.



What's coming up...

Braehead

We have a fundraising day in Braehead Shopping Centre on the 24th and 25th of May at 12:00 til 17:00. We will be bringing our CPR mannequins and getting everyone involved in learning basic CPR! Along with this we will be bringing our Ambulance which will be situated outside the Centre and anyone can come and see our ambulance and how we utilise this resource each shift (with maybe some blue lights included!) We hope you can all make it there!

Qintil: Recruitment Manager



We have been partnering with Qintil for our learning and recruitment management systems.

Our learning system provides our volunteers with a bespoke learning system which allows them to complete mandatory learning and CPD requirements.

This can be accessed online and via their app. After a lot of testing and development, we can now announce that our recruitment system is live!

Our old system was spreadsheets and a lot of emails back and forth with prospective volunteers. Now, thanks to Qintil, our recruitment system takes care of everything for us.

When prospective volunteers wish to sign up they are taken through an automated process that allows them to upload documents and fill in forms quickly and easily.

Signing up to volunteer with us can take as little as 10 minutes! We already have approximately 60 prospective volunteers who have signed up and started the application process.

See the link to view our open volunteering roles:

<https://glasgowstreetaid.org/current-opportunities>



An anonymous donation!

We were shocked and elated that we received an anonymous **£100** donation through the door!

Whoever you are, thank you so, so much.

We are truly so grateful.

Our Statistics



Here at Glasgow Street Aid, we record all our data regarding the patients that we see, and break them down into subcategories:

Medical - the patient required medical attention.

Welfare - encompasses a variety of different circumstances from helping people find their way in the city centre, to more serious incidents such as helping victims of domestic violence and vulnerable people to a place of safety.

Aggression - incidents of abuse, violence, and aggression towards our volunteers.

As well as these categories, we also include the total amount of overdoses that our volunteers attended in which they were required to administer Naloxone.

We are also now including the total amount of patients we transferred to hospital using our GSA ambulance.

So, let's take a look at the stats!

| January 2024 | |
|------------------------------|-----|
| Aggression To Our Volunteers | 1 |
| Medical Incidents | 51 |
| Welfare Incidents | 25 |
| Total Incidents Attended | 77 |
| Drug Overdoses | 2 |
| Transfers To Hospital | 3 |
| Volunteer Hours Worked | 456 |

| February 2024 | |
|------------------------------|-------|
| Aggression To Our Volunteers | 5 |
| Medical Incidents | 81 |
| Welfare Incidents | 56 |
| Total Incidents Attended | 142 |
| Drug Overdoses | 2 |
| Transfers To Hospital | 8 |
| Volunteer Hours Worked | 645.5 |

| March 2024 | |
|------------------------------|-------|
| Aggression To Our Volunteers | 6 |
| Medical Incidents | 82 |
| Welfare Incidents | 68 |
| Total Incidents Attended | 159 |
| Drug Overdoses | 0 |
| Transfers To Hospital | 9 |
| Volunteer Hours Worked | 655.5 |

Thank you to everyone for your hard work!

Meet the Volunteer

Here at Glasgow Street Aid, we want you to get to know us. So, each newsletter you will get to 'meet' one of our volunteers and get to know a bit about them!

This edition's volunteer is...
LILY!



**GLASGOW
STREET
AID**



Tell us a bit about yourself and what role do you have within Glasgow Street Aid?

Hi everyone! I'm Lily and I'm one of the street medics with Glasgow Street Aid.

I live in North Lanarkshire with my mum, dad and sister. We also have our wee Chow Chow, Leo.

How did you come across Glasgow Street Aid and what made you decide to join?

I joined GSA in October 2023 and I'm loving it so far. I heard about GSA from a friend in uni, Jen, who also works with GSA. I'm studying Paramedic Science in uni so I wanted to gain experience outside of uni and placement, so GSA was a great opportunity.

What do you like about volunteering at Glasgow Street Aid?

The GSA team is absolutely class and our shifts are always the best! If any of you know me, you know how much I talk! So that's probably my favourite part, getting to talk to people.

What advice would you give to people who are interested in volunteering with Glasgow Street Aid?

Do it, do it, do it! It's such a good way to gain experience and the GSA team is great, like a little family!

Do you have any interesting/fun facts about yourself?

I definitely don't have any good party tricks, but I love going to the gym. I'm planning on doing the Hyrox event at some point!

Where would you like to see yourself in 5 years time?

Fingers crossed that in 5 years time I'll be qualified and working with the Scottish Ambulance Service. Hopefully going on lots of holidays too!



If you're a volunteer with Glasgow Street Aid and would like to take part in a future 'Meet the Volunteer' please let us know!

Meet the Trustee

Our Trustees also want you to get to know them!

So let us introduce you to...

JACK!



GLASGOW
STREET
AID

Tell us a bit about yourself and what role do you have within Glasgow Street Aid?

My name is Jack and I am the Clinical Hub Lead for Glasgow Street Aid. In my day job I am a Staff Nurse in a Cardiothoracic Surgical Critical Care Department but I have previously worked in A&E and Renal High Acuity Care, as well as a surgical ward within the private sector. I have been with GSA since October 2021, which makes me one of the longest serving volunteers in the charity. I am originally from Fife but I now stay in South Lanarkshire, leaving behind my parents, but more importantly my four pet chickens.

How did you come across Glasgow Street Aid and what made you decide to join?

I first became aware of GSA when I first joined A&E as my preceptor was one of the original 5 volunteers. He managed to convince me to apply for an observation shift and I fell in love with the charity from that night and have been there ever since.

What do you like about volunteering at Glasgow Street Aid?

The GSA team is absolutely class and our shifts are always the best! If any of you know me, you know how much I talk! So that's probably my favourite part, getting to talk to people.

What advice would you give to people who are interested in volunteering with Glasgow Street Aid?

As cliché as it sounds, I love the difference that I can make to people's lives. I also love getting to see healthcare from the pre-hospital side, a side that ordinarily nurses don't get to see. It has opened my eyes to a different way of working that I can directly translate to my in-hospital practice and better my practice as a result.

Do you have any interesting/fun facts about yourself?

I am a keen F1 fan, even traveling the world to attend races. I am always game for a walk round a country park; the fresh air does amazing for refreshing the body and the mind. We even have a GSA walking group where we try to arrange regular walks so that we can bond with each other in a more relaxed fashion. I can also play the kazoo with my nose AND make it still sound legible.

Where would you like to see yourself in 5 years time?

I would love to see myself either traveling the world (for free) as a cruise ship nurse or working within A&E again as an ENP. I also hope that I am still volunteering with GSA as it truly is a vital service in Glasgow and I would love to continue to see the charity evolve into better and bigger things!



If you're a volunteer with Glasgow Street Aid and would like to take part in a future 'Meet the Volunteer' please let us know!

Donations and Support



We have received a mind blowing **£10,000** grant from the **GCVS Wellbeing Fund** to help us with our running costs here at Glasgow Street Aid.
This grant will help us keep our lights on, and our building open to help the people of Glasgow!



We have also received another absolutely phenomenal grant of **£9,263** from **SIA Grants for Good Causes!**
This grant is a huge help for us and will go towards the training of our current, and upcoming volunteers!

We also got a lovely surprise from the **Bishopriggs Golf Club Ladies Section!**
We received a cheque from there of **£100** as we had been nominated by them as a worthy local beneficiary in times where local charities are seen to be struggling for funds.
A huge thank you for your donation!



Another massive thank you to **Tom from Sprigg** who has donated for the cost of one body camera and the team at **Gorbals Tyre Centre** who have donated towards the cost of two body cameras!
These body cameras will be an immense help for our volunteers who are out on the streets of Glasgow City Centre and give them that extra reassurance of safety throughout their shift!

Thank you to London Homeless Welfare Team who also donated £50 to Glasgow Street Aid!
Thank you so much for your support and this is a huge help to us!



GoCardless

Help save a life today!

We need your help! We are looking for 20 People to sign up for a monthly donation of £20 to help us maintain our essential radio communication. We need to pay a monthly cost to keep them going.

Please consider donating monthly with gocardless. Gocardless carry out all the transactions. This can be stopped at any point.



Our radios are a lifeline of protection for our volunteers and our patients. They are an essential piece of equipment and we cannot operate without them.

Scan here to go to our monthly payments page



Our Working Partners, Sponsors, and even more ways to donate and support us!



Our Working Partners

Glasgow City Council
Glasgow City Mission
Glasgow Street Pastors
ProCloud
Sandyford
The Marie Trust
Network Rail
Homeless Project Scotland
Routes Out
Rape Crisis Scotland
Police Scotland
British Transport Police
Barnardo's

Our Sponsors

Yotel Glasgow
Prime Secure
Qintil
Private Company

If you would like to make a donation, please head over to www.glasgowstreetaid.org/donate where you can find multiple ways to donate.



Here's our QR code to our linktree where you can access all of our social media!

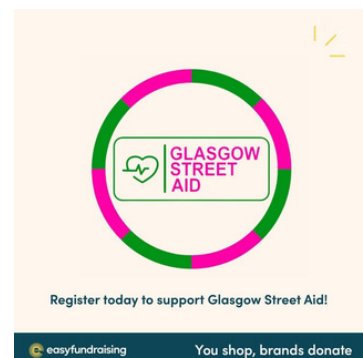


We have a weekly lottery draw to help support our life saving work. You can win up to £1,000 each week from a prize fund of £1,600 and support our charity at the same time! You will also be entered into an annual prize draw for a chance to win a huge £10,000!

For £2 per week, you have a 1-in-30 chance of winning one of 30 prizes.

The proceeds will allow GSA to recruit more volunteers, provide them with the kit they need, keep our ambulance fully stocked and ensures our radios and other recurring costs are covered.

Want to play? Head over to www.glasgowstreetaid.org/gsa-charity-lottery



We have also registered with Easy Fundraising which is a platform that allows you to raise money whilst you shop for FREE!

<https://efraising.org/50Dm51dt6A>

See you all next time!