



# The Friends of the Hospital of St Cross Annual Report for 2019

Approved by the Board on 10<sup>th</sup> August 2020

And to be presented to the Annual General Meeting  
on 30<sup>th</sup> September 2020 – COVID-19 restrictions permitting



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Registered Charity number 218485



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## Acknowledgements

The majority of photographs throughout this report were taken by Friends Volunteers.

Thank you.

Cover photo:- Andy Hardy, Chief Executive Officer of the UHCW Trust is pictured with two of our Help Desk Volunteers during his Day in the Life of volunteers at St Cross. Andy also spent time observing the Holding Hands in Theatre Service, served in the Tea Bar and visited the Cardiac Rehabilitation gym as well as briefing the Trustees on plans for the Hospital of St Cross.

## Letter from the President

*Dear Friends and Supporters,*



2019 has seen changes in our Board of Trustees and this is my opportunity to thank those Trustees who stood down from their roles for their service and support and wish them well in the future. Welcome to our newest Trustees and I hope that you will find your involvement rewarding.

At last year's AGM we thanked Juliet Starkey for her many years of support and the Board welcomed Janine Beddow in her role of Site Manager for St Cross to our meetings. The Board continues to work in close co-operation with the Trust in supporting the services at St Cross and Community and mental health services with their requests for items of equipment which provide "the icing on the cake" for the benefit of patients and staff. The Board and the Trust work together on major initiatives and appeals.

Our volunteer numbers continue to increase, and the campaign run by the "Daily Mail" resulted in a large number of volunteer enquiries. Our volunteers encompass all ages and I would especially like to mention the students from Rugby School who volunteer their help as part of the School's Community programme. A big thank you to all our volunteers for their time and effort.

I would also like to take this opportunity to thank our local businesses for their support with our fundraising initiatives. They generously support our work with donations of items for events and raffles and provide sponsorship which help ensure that our finances cover the requests for help received by the Board. In 2019 we approved requests totalling £121,960. Our two largest requests were for £52,000 for Hysteroscopy equipment and £15,131 for cataract equipment for Ophthalmology. The Board has always maintained a healthy financial balance in order that it can continue to respond to requests for support should fundraising capacity or legacy income fluctuate.

As I write this report reflecting on 2019, we are in the midst of a global pandemic with a very uncertain future the role of our volunteers and our charity's fundraising capabilities. Stay safe everyone and thank you one and all for all your help, efforts and contributions in 2019.

Yours sincerely,

*Kathryn Lawrence – June 2020*

## Report of the Board of Trustees – 2019



2019 was another year in which one of our volunteers was recognised in the Pride of Rugby Awards! On this occasion the Long Service Volunteer Award went to John Lynch, who is pictured with Mike Rigby on his retirement after 10 years' service. John first offered to come into St Cross in Christmas 2008 and helped with patient feeding and the Mealtime Companion service has evolved from there. John was one of the first volunteers for the Holding Hands in Theatre service.



On a sad note, 2019 was also the year in which Heather Green and Richard Green, two of our long serving Trustees passed away. Chrysanda Gilbert, another stalwart of the charity resigned as a Trustee after a period of poor health. Since then three of our existing volunteers have stepped forward to take an active role in representing our volunteers on the Board and co-ordinating our services.

Claire Goodman, who volunteers for the Holding Hands in Theatre service, helped us to develop role descriptions and was instrumental in co-ordinating the 60 plus Festive Befrienders at the end of the year. Unfortunately, Claire has now stepped back due to a combination of personal circumstances which

have been compounded by the Coronavirus pandemic restriction on rail travel.

Stephen Purcell has volunteered to take on the Help Desk Co-ordinator role and together with his wife Ann is managing the stock for the Tea Bar. Elizabeth Burnett who has worked on both the Tea Bar and Ward Trolley Service joined the Board this May.

Stephen Walshaw is one of the new recruits who were inspired by the Daily Mail campaign and joined the Board in November and has quickly got to grips with the role of our Purchasing Lead.

At last year's AGM we announced that we would support the extension of the diagnostic Hysteroscopy service by purchasing additional scopes which can be used to treat disorders. This is now a one stop diagnosis and treatment service which is greatly appreciated by the people of Rugby and beyond.



Further innovations supported by the Friends in 2019 are the enhanced Carpal Tunnel surgery service and the Activate Your Heart programme now being run by the team in Cardiac Rehab. New endoscopes enable surgeons to use a type of keyhole surgery resulting in smaller scars and a quicker return to work normal activities within 8-14 days which is much faster when compared to standard carpal tunnel surgery. Furthermore, patients can have both wrists operated in one sitting resulting in just one period of recovery.

Over 70% of patients referred to the Cardiac Rehab team take up the offer of rehab at St Cross. This is one of the highest conversion rates in the country and the team are looking at ways to improve this rate even further! The Activate Your Heart programme will help patients who don't wish to attend



the gym or require a flexible approach to their cardiac rehabilitation which can help them with their specific heart condition such as heart attacks, heart failure or surgery. During the year the Friends also donated an arm bike for use of patients attending the gym.

One of the smaller donations in 2019 was to buy some paint for our friends from the Hindu Swayamsevak Sangh (UK) – Rugby branch who returned to St Cross on Sewa Day in October to give a corridor in the Ocatpus Centre and

the former Chaplain's Office, near the Elizabeth Chapel, a much needed coat of paint. When the pandemic is past the former Chaplain's Office will be opened as a new Multi Faith Prayer Room. Other donations included plaster saws for Out Patients and a fleet of standard and bariatric Transport Chairs for use throughout the hospital.

Other groups which have continued to support the Charity include Granny Wolf and the Rugby Biker / Triker Charity group, the Ladies of Hanover Gardens, the Merchant's Inn and many many more.

Without the help of our volunteers and supporters we could not have achieved as much as we have over the years.

Thank you all.

*Willy Goldschmidt, Chairman – June 2020.*



## Treasurer's Report

2019 was another very satisfactory year for the Friends financially, with both our total income and our gift expenditure exceeding their budgets, and with most income streams performing largely in line with, or better than, our expectations.

Of particular note in terms of our income was the ongoing excellent performance from the book sales stalls in the hospital, which yet again comfortably exceeded their budget. Many thanks to Pauline and her team for their commitment to this quite demanding activity. We were also fortunate that our donations in memory of those who have left us were almost double our expectations: many thanks also to families for

remembering The Friends when deciding where to donate funeral collections.



Also, I must acknowledge the continued public-spiritedness of the Coventry Building Society in keeping Supporters' accounts open as

part of their savings portfolio. Thanks also to those who save money in the Friends Supporters' account, and thus contribute to the sizeable year end donation we receive, which in 2019 was £24,670.

Finally, I should mention the tea bar, where our large team of volunteers opens up for two sessions per day, day in and day out, and last year generated £11,079 in profits, certainly a record and very comfortably covering our administration and governance costs.

So overall our income was £130,500, against our budget of £111,200, a very solid result that all who contributed to it, directly or indirectly, should be proud of.



On the gift expenditure front, we spent £120,960, against a budget of £112,100, and the gift list which forms part of this annual report gives all the details. The value of gifts donated was, as usual, very wide ranging from £52,000 down to £23.98, but all were needed and useful, and were not available through normal hospital funding channels.

Our administration and governance costs were again low at £3,673 in total, below our budget of £3,746.

The outcome of all this is that we had a fully satisfactory cash balance at the end of 2019 of £379,031, but up to £200,000 of this is earmarked for the chemotherapy project which is due to commence during 2020, so our net reserves are in line with our policy.

We are also at the moment awaiting legacies that we have been advised of, which in total should be around £135,000, but administration of estates, especially where property sales are involved, tend to be very protracted, so it is unwise to earmark such funds before they are in the bank.

Thanks, as always, to everyone: trustees, volunteers, supporters, hospital staff, local organisations of all descriptions, national fund-raising platforms, and anyone I might have forgotten, for all their financial and other contributions to making the Friends the long-standing and very successful organisation which it is.

*David Roberts – June 2020*





## Statement of accounts

<b>Friends of St Cross Hospital - income and expenditure statement from 1st January 2019 to 31st December 2019</b>			
		<b>Year end</b>	<b>Year end</b>
<b>Category</b>	<b>Note</b>	<b>31-Dec-19</b>	<b>31-Dec-18</b>
<b>Income</b>			
<u>Voluntary income</u>			
Donations	1	49,796	83,392
Legacies	2	31,153	198,936
<u>Fund raising income</u>			
Collections	3	1,953	3,415
Events & Christmas raffle	4	21,613	12,558
<u>Investment income</u>			
Bank & Building Society interest	5	1,193	1,497
Dividends	5	3,731	2,449
Capital increase in M&G Charifund investment	5	10,012	-6,779
<u>Trading income</u>			
Tea bar	6	11,079	9,654
<b>Income total</b>		<b>130,530</b>	<b>305,122</b>
<b>Expenditure</b>			
<u>Charitable expenditure</u>			
Total gifts purchased	7	120,960	208,707
<u>Support costs</u>			
Administration and support	8	2,495	2,801
<u>Governance costs</u>			
Subscription to Attend (includes insurance) & AGM expenses		1,178	945
<b>Expenditure total</b>		<b>124,633</b>	<b>212,453</b>
<b>Net incoming/outgoing resources for the year</b>		<b>5,897</b>	<b>92,669</b>

<b>Balance brought forward at 1st January</b>		<b>373,360</b>	<b>300,719</b>
<b>Balance carried forward at 31st December</b>		<b>379,257</b>	<b>393,388</b>
<b>add back 2018 accrual</b>		<b>21,575</b>	<b>1,547</b>
<b>deduct 2019 accrual</b>		<b>-21,801</b>	<b>-21,575</b>
<b>Total</b>		<b>379,031</b>	<b>373,360</b>
<b><u>Statement of financial position at 31st December 2019</u></b>			
<b>Current assets</b>			
Nat West Bank current account		66,525	240,641
Skipton Building Society Community Saver account		85,000	25,000
Coventry Building Society Charities Account		85,000	0
Hodge Bank 90 day notice account		85,000	85,000
M&G Charifund investment account		79,162	44,149
Cash in hand (tea bar floats & till)		145	145
<b>Total assets</b>		<b>400,832</b>	<b>394,935</b>
<b>Outstanding liabilities</b>			
Gift purchases ordered/invoiced, payments not cleared at year end		-21,801	-21,575
<b>Net cash balance</b>		<b>379,031</b>	<b>373,360</b>
Unrestricted funds		201,831	230,752
Funds with 90 days' notice		85,000	85,000
Funds in equity investment		79,162	44,149
Funds designated by donors		13,038	13,459
<b>Total</b>		<b>379,031</b>	<b>373,360</b>

## Notes to 2019 accounts

### Note

<b>1</b>	<b>Donations</b>	<b>amount £</b>
	Coventry Building Society ( <i>St Cross Supporters account</i> )	24,670
	In memory	5,939
	Book stalls in St Cross	5,850
	Organisations	3,898
	Gift Aid	3,860
	All other donations ( <i>tea bar, collecting tins &amp; drums, regular donations</i> )	2,859
	Individuals	1,758
	Miscellaneous ( <i>Rugby Lotto, Amazon Smile, sundry donations</i> )	391
	Virgin Money Giving donations platform ( <i>began during 2019</i> )	302
	My Donate donations platform ( <i>ceased during 2019</i> )	269
	<b>Total</b>	<b>49,796</b>
<b>2</b>	<b>Legacies</b>	
	Elsie Huntley ( <i>balance of money due</i> )+ another small balance received	31,153
	<b>Total</b>	<b>31,153</b>
<b>3</b>	<b>Collections</b>	
	House to house	1,953
	At supermarkets ( <i>no collections made in 2019</i> )	0
	<b>Total</b>	<b>1,953</b>
<b>4</b>	<b>Fund raising (net of expenses)</b>	
	Social fund raising	16,689
	Public fund raising	2,875
	Christmas raffle	2,049
	<b>Total</b>	<b>21,613</b>

<b>5</b>	<b>Savings &amp; investment income</b>	
	Skipton Building Society instant access account interest	457
	Coventry Building Society Charities instant access account ( <i>due March 20</i> )	0
	Hodge Bank 90 day notice account interest	736
	Dividends - M&G Charifund	3,731
	Capital increase in M&G Charifund	10,012
	<b>Total</b>	<b>14,936</b>
<b>6</b>	<b>Tea bar</b>	
	Gross takings	19,193
	Less cost of sales	-8,114
	<b>Total</b>	<b>11,079</b>
<b>7</b>	<b>Gifts</b>	
	Gifts & grants to NHS Trusts	119,960
	Donation to Rugby Hospital Radio	1,000
	<b>Total</b>	<b>120,960</b>
<b>8</b>	<b>Administration &amp; support</b>	
	Printing	0
	Office, stationery & postage	380
	Travel	723
	Marketing	579
	Fund raising equipment	250
	Miscellaneous	563
	<b>Total</b>	<b>2,495</b>

## Gift List for 2019

The full list of donations of equipment and support for projects is listed in this table.

<u>Ward/department</u>	<u>Item</u>	<u>Cost £</u>
Gynaecology	Hysteroscopy treatment equipment (10 sets)	52,000
Ophthalmology	Camera equipment for cataract service	15,131
All wards	Transport chairs (shared with UHCW charity)	10,000
Orthopaedic surgery	Carpal tunnel treatment equipment	9,291
Outpatients - X ray	Patient emergency trolleys & mattresses (2)	6,467
All in-patient wards	Toilet alarms	5,388
Outpatients	Plaster saw	5,164
Cardiology	Cardiac Rehab equipment	5,054
Cardiology	Cardiac Rehab patient passports	4,680
Diabetes department	Television & related equipment	1,550
Oak, Mulberry, Cedar wards	Bedside blood sampler	1,174
Oak Ward	Pressure relieving wedges	1,044
All wards	Rugby Hospital Radio (annual donation)	1,000
Cedar ward	Orthopaedic cushions	839
Dermatology	Status analyser	616
Ash Dialysis Unit	2 televisions & stands	554
Ash Dialysis Unit	2 wooden armchairs	332
Ash Dialysis Unit	Bingo prizes	200
Multi faith prayer room	Re-decorating	164
Ash Dialysis Unit	Christmas party	154
Day surgery help desk	Stacking armchairs	135
Mulberry ward	Hairdryers	24
<b>Total</b>		<b>120,960</b>

## Service Co-Ordinators' Report



2019 proved to be an excellent year for recruitment due to the Daily Mail launching a national volunteer recruitment campaign for the NHS. In total 30,000 readers contacted the paper to express an interest. We set up recruitment days and were fortunate in gaining about 40 new volunteers for the Friends.

It took several months to receive and process the applications and to find suitable vacancies for our new volunteers but this put us in a very strong position to support St Cross.

Our major services such as the Tea Bar, Help Desks and Holding Hands in Surgery have all worked well and we have taken the opportunity to introduce a new service to the hospital called the Ward Trolley Service.

In January 2019, with the help of ISS and 18 dedicated volunteers the new trolley service was introduced. Our volunteers take the trolley to all the wards which gives the patients an opportunity to buy newspapers, drinks and sundry toiletries. I am really encouraged that it has proved so popular and the patients appreciate the chance to buy a newspaper each morning.

2019 has been a busy, rewarding year and my grateful thanks go to all our volunteers for their willing and always friendly support.

I hope you will appreciate that since writing this report the pandemic has had a severe effect on all our services which have been suspended. It is our duty to keep all our volunteers safe and we now have to wait until the hospital consider it safe for them to be re-introduced.

Please be patient and stay safe during this unfortunate time.

*Mike Rigby – June 2020.*

## Life Members

At the AGM we will honour and thank 2 new life members who have served the Charity for 15 years.

Kitty Considine volunteers on the Tea Bar

Barbara Sear volunteers on the Ward Trolley Service

They will bring the number of Life Members who are still active volunteers up to an amazing total of 28. We thank them all for their dedication and invaluable contribution to the Charity and the Hospital.

## Social Fundraising Report

In 2019, my fund-raising sub-committee staged five events; a murder mystery, a night at Perry Barr dog track, a day trip to picturesque Oxford, our annual black tie dinner, and our very first evening of Cuban salsa and country dancing.



In April, our 70s-themed Mamma Mia! Who Dunnit? attracted over 100 amateur sleuths to Castle Farm, to try and detect who killed Mamma Mia tribute act, Fannifrid Singscrap. It was written by Alan Wiggins, directed by Nicky Main - and performed by

members of her Stepping Out Theatre Company – with Swedish meatballs by The Chef's Kitchen and sound, lights and a spectacular ABBA disco, by Mark Homer. £2,945 was raised on the night, and match-funding, plus a generous donation from Holland & Barrett, brought the total raised to an incredible £5,545.



In June, “We’re Going to the Dogs” saw our first outing to Birmingham’s famous Perry Barr dog track. Punters enjoyed betting on the dogs, being pipped at the post, a three-course meal, and this fun night out raised £110.

At the end of June, my youngest daughter Samantha, held her ‘white themed’ 31st birthday party at Castle Farm, and generously donated the £1610 profit from the evening’s bar takings, to Friends’ funds.



In August, 39 local people boarded a coach from Rugby for our Morse & Endeavour Oxford Outing. Including a two-hour walking tour - discovering the locations used in the TV detective series Morse and Endeavour - followed by an afternoon at leisure, the event

raised £584.

In 2019, our annual black tie dinner and dance took place in September, when Castle Farm was festooned with leaves for our Fall Ball. Featuring the wonderful live band The West End Jerseys – who sang songs by the Jersey Boys, and Take That – a super meal, prepared by The Chef’s Kitchen, a silent auction and a prize raffle, the event raised £5,010.

In November, over 100 friends had the chance to dance at our colourful Cuban & Country Fusion salsa and line-dancing event. The first-of-its-kind evening featured a line-dancing demonstration by Jayne Gray, a salsa demonstration by Amy White and Chris Horton – from Rugby’s Any Body Can Salsa - and a tasty tapas meal, again by The Chef’s Kitchen. Held at Castle Farm, the event raised an amazing £3,780.

Our five events, plus the bar profits kindly donated by my daughter meant that, in 2019, we raised a grand total of £16,639 for Friends’ funds.

*Tracey Lennard – June 2020*

## Public Fundraising Report



One of the highlights of the year has been the success of the Book Team. Led by Pauline Masterman, the bookstore has been totally revamped and books placed in several places in the hospital. Pauline has been able to sell some of the hardbacks through the internet and has also found an outlet for paperbacks that are past their best. Pauline also organised successful Card and Book Sales in Outpatients. Congratulations and well done to all the volunteers who help with this service which has raised over £5,800 this year.

I would like to take this opportunity to thank Pauline for organising More Than Tea & Cake in October. This successful event was supported by ASDA who matched the funds raised and I would like to thank Allie Scrace from ASDA for her support for our events.



The year began with two very successful events. A Valentine's Ball was organised by Anna Hinton. A Gala Concert at the Temple Speech Rooms was held in partnership with the Rotary Club of Rugby Dunsmore. The music was provided by the Jaguar Land Rover Band led by conductor Brad Turnbull and the Rugby Philharmonic Choir led by their musical director, Mervyn Bethell. The concert ended with the audience singing *"Jerusalem"*, *"Rule Britannia"* and *"Land of Hope & Glory"*. Our appreciation goes to Lime Tree Retirement Village for their generous sponsorship and the concert added £2,000 to our funds.

Some of our other fundraising events included our *"Water or Wine"* stall at the Rotary Spring Fair in May, which quickly sold out and thanks to the



volunteers who donated bottles and to the volunteers who manned the stall. Our Quiz Night in October was a sell-out and everyone enjoyed quizmaster Kris Starkey's quiz questions. House-to-house Collections, Tin Collections in town, and our annual Christmas Raffle have all helped to raise funds.

One of the biggest contributions to our funds is the annual cheque that we receive from the Coventry Building Society. I would like to thank all who hold the Savings Accounts that contribute to the Friends and also to the building society for their continued and valued support.

A new fundraising initiative this year has been the Rugby Lotto and I would encourage everyone to participate and buy a ticket or two, you might win a cash prize and the Friends benefit especially as our traditional methods of fundraising will be constrained for the foreseeable future.

*Kathryn Lawrence – June 2020*

## Hospital report



I am now at the end of my first year in post, and what a year! A year of extremes!

The Care Quality Commission (CQC) awarded the Trust Good overall which was a fantastic achievement. At Rugby the CQC visited Outpatients. The CQC inspectors were extremely complementary about the services outpatients offered and we achieved 'Good'. At the time of inspection, one of the inspectors commented that Rugby was a place that they would like to work and be treated! Which was fantastic praise? One of our challenges is to build on the experience and feedback from the CQC visit and 'wow' the

inspectors when they come back. It goes without saying that the most important feedback is that from our patients. Without this we cannot build solid foundations and make improvements. I also like to receive feedback from you, as you could utilise the services at Rugby as well. In addition to the CQC visiting the Mayor of Rugby visited and personally thanked staff and volunteers for all of their hard work.

The Hospital St Cross Rugby has benefitted from the Friends donations over the last year. All contributions have greatly improved the patients and staff experience. Most recently the Friends participated in a collaborative project with SEWA and renovated the Multi-faith Room. The newly re decorated room is used daily for prayer and reflection. Thankfully in a pleasant environment.

It goes without saying that 2020 has been marred by the COVID -19 pandemic. All of us have been touched by COVID -19, if it's been by a story, a death, illness or even by the 'clap for carers'. We all have a story! In order to prevent the spread of infection it was felt that the volunteers should stay away from the hospital. In July we were able to welcome you back. Whilst the future may appear uncertain, we do have a new project to look forward to. The Hospital St Cross Chemotherapy Suite, which will open by early 2021. This project will be fantastic for Rugby. It will provide chemotherapy to patients who would have previously had to travel to Coventry. Patients will really benefit from this by receiving their chemotherapy closer to home.

I am extremely proud of the fabulous work that our staff and volunteers do! More importantly when time is so precious, it takes someone very special to give up their free time to complete voluntary activity. All of you embrace your roles with gusto and commitment. I wanted to say a huge thank you for this and welcome back. You have been missed!

Lastly, thank you for supporting me during my first year in post. The Hospital St Cross is a community and I am absolutely delighted to be part of it!

*Janine Beddow, Hospital of St Cross Site Manager.*



## Save and support with Coventry Building Society

When you open a Supporters Account (St Cross) with Coventry Building Society they'll donate a sum equal to 1% of the average balances saved to the Friends of the Hospital of St Cross.

Call into Rugby branch or call

**0800 121 8899**

Supporters Account (St Cross) is offered in association with the Friends of the Hospital of St Cross. It's an easy access savings account with a minimum balance of £1. Interest is paid annually or monthly. Each year the Society will donate (without attributing an amount to a specific account holder) a sum based on the balances invested in support of the Friends of the Hospital of St Cross. The sum is calculated by adding together the balances held on the last day of the month in all accounts that support the Friends of the Hospital of St Cross and dividing that total by 12. This calculation is repeated for each of the 12 months of the year and the totals are then added together and multiplied by 1% to produce the donation figure for the year. Our Customer Service Centre is open Monday to Friday 8am-6pm, Saturday 9am-5pm, Sunday 10am-4pm. Calls to 0800 numbers are free when made from the UK. You may be charged for calls to all other numbers, please contact your service provider for further details. We may monitor, record, store and use telephone calls to help improve our service and as a record of our conversation.

Information correct as at June 2020.

Friends of the Hospital of St Cross. Registered address: Brookfield House, Hospital of St Cross, Barbic Road, Rugby CV22 5PX.  
Registered Charity number 218485. Coventry Building Society. Principal Office: Economic House, PO Box 9, High Street, Coventry CV1 5GN.

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