



**Special Award  
Winner 2014**

## **FRIENDS OF THE HOSPITAL OF ST.CROSS**

Founded 1955 - Registered Charity Number 218485

# **ANNUAL REPORT**

for the period  
June 2013 to May 2014

**+**

# **FINANCIAL REPORT**

for the period  
January 2013 to December 2013

**To be presented at the Annual General Meeting  
on 16<sup>th</sup> June 2014**

**The Charity for Rugby  
We support St. Cross, Rugby Community  
and Mental Health Services.**

**Tel: 01788 663754 (Direct Line)**

**Email: [office@friendsofstcross.org.uk](mailto:office@friendsofstcross.org.uk)**

**Website: [www.friendsofstcross.org.uk](http://www.friendsofstcross.org.uk)**

**Facebook: TheFriendsOfTheHospitalOfStCross**



## LETTER FROM THE PRESIDENT

Dear Friends,

Welcome to our Annual General Meeting 2014.

Since our last Annual General Meeting 2013 - 2014 has been a very fruitful year so far in many ways.

One of the highlights was the visit by Her Royal Highness Princess Alexandra, when she officially opened the new Cardiac Rehabilitation Unit, which marked our contribution to the Queen's Diamond Jubilee Year.



Another highlight was when the Friends were awarded a special Pride of Rugby Award for their contribution to volunteering, having raised over £3 million, which has been generously donated by the community of Rugby since 1955. Edie Freeman who has just completed 50 years as a Friends volunteer was also nominated and shortlisted for a Long Service

Volunteer of the Year Award.

Over 200 volunteers give their time, commitment and work hard to help make a difference for the benefit of patients who need the care and treatment provided by The Hospital of St. Cross, as well as the mental health services and community services.

We work closely with the Hospital Manager helping where-ever we can to support new developments in care and treatment so that patients needs are met locally. Further on in this report you will get a flavour of the various services provided by the volunteers and some of the equipment purchased with funds donated by the people of Rugby.

Next year is the Friends Diamond Jubilee, which we will be celebrating by making more of a difference for those within the community who need care

and treatment offered by the hospital and local mental health and community services. I'm hoping the community will, as they have done in the past, support us in what will be an important year.

May I take this opportunity to offer my heartfelt thanks to all the volunteers who give their time and commitment in providing services and raising funds.

Yours sincerely



Joan Jesson -  
President of the Friends of the Hospital of St. Cross

### CHAIRPERSON'S REPORT:

This has been my second year as chairperson and the Friends have continued to support new services and provide equipment to the value of around £100,000.

Several organisations have made us their charity of the year. This includes Rugby Ladies Golf Club, Warwickshire Women's Bowls Association and Rugby Summer Darts League and without them and the help of the Coventry Building Society we would be unable to continue to provide equipment on the same scale.

Special thanks has to go to the staff of the Coventry B.S. who besides the annual donation from the St Cross Saver account of £15,111.00 (£136,310 over 7 years) and printing our raffle tickets have also provided a team of volunteers to paint the new bereavement room which is called the **Sunflower room**. The name



was chosen by them after

hospital staff were invited to suggest names for it and the winner, Sister Kay Holleran, cut the ribbon at an opening ceremony in April. The Friends provided the furnishings to make this room a peaceful and pleasant room for staff to meet with bereaved relatives or when completing care assessments.



Another project which has just been completed and opened is the dementia lounge. Again staff were invited to suggest names and our president chose the winning name The Bluebell Lounge which was suggested by both Pauline Barnett and Karen Tomlinson. It is a comfortable and calming room that dementia patients can be taken to by their relatives, friends, carers or members of staff.



We have donated a number of bariatric beds which allow patients in danger of falls to be nursed in low level beds. These can be raised for nursing purposes. It prevents serious falls and allows nursing at a safe level for both patients and staff.



Our Queen's Diamond Jubilee project, completed last year was officially opened on the 16<sup>th</sup> April by Her Royal Highness Princess Alexandra. She unveiled a memorial plaque and spoke to staff and some of the rehabilitation patients using the equipment and was presented with a bouquet by our oldest volunteer Mary Lock.

Volunteers have just started a trial patient befriending service on Oak Ward. We have quite a few patients from Coventry as there is a definite use of St Cross solely for some services. Some patients are elderly and do not have relatives or friends able to visit them so this service is designed to give those patients an all important visitor. We hope to roll the service out to other wards later in the year.

The twice weekly bookstall has now been extended to three and we have had so many books that we have twice held a bookstall in the Clock Towers shopping centre.

One sad note this year has been the death of Tom Seekings a vice president who despite his bad health continued to attend committee meetings right up to his final illness,



Of course all this work could not continue without our volunteers who give up so much of their time and includes the committee who have supported me as chairperson A big thank you to Tracey and her team who organise fund raising events through the year and Doris who organises the street collections and “tin rattling” days at various stores.

A big Thank You to you all.

Heather Green



Heather Green  
Chairperson

### MAIN COMMITTEE/VICE PRESIDENTS AND LIFE MEMBERS:

MAIN COMMITTEE MEMBERS OF THE FRIENDS OF THE HOSPITAL OF ST.CROSS	
Mrs Joan Jesson	President
Mrs Heather Green	Chairperson
Mr Nigel Lines	Treasurer
Mr Anthony Hill	Assistant Treasurer
Mrs June Witcomb	Secretary
Mr Michael Rigby	Volunteer Co-ordinator
Mrs Chrysanda Gilbert	Help Desk Co-ordinator
Mr Roy Cartledge	Governance Lead
Mr Stan Bird	IT Lead
Mr Willy Goldschmidt	Communications Lead
Mr Anthony Cousins	New Projects Lead
Mr Richard Green	Purchasing Lead
Mrs Tracey Lennard	Fund Raising Team Chairperson
Mrs Doris Froggatt	Collections Co-ordinator
Miss Kathryn Lawrence	Warwickshire Community & Voluntary Action (WCAVA) Link
VICE PRESIDENTS	
The Mayor of Rugby Ramesh Srivastava	Mr Michael Rigby
Mr Colin Franklin	Mr Tony Cousins

<b>LIFE MEMBERS (each of whom have completed over 15 years service)</b>	
Mrs Dorothy Baldock	Mrs Di Banks
Mrs Yvonne Bodman	Mrs Judy Brooks
Mrs Audrey Carpenter	Mr Anthony Cousins
Mrs Margaret Coldrick	Mrs Margaret Daykin
Mrs Pam Fox	Mrs Edie Freeman
Mrs Doris Froggatt	Mrs Jean Gibson
Mrs Kath Gibson	Mr Anthony Hill
Mrs Dora Holmes	Mrs Sylvia Hosking
Mrs Janet Lerna	Mrs Dolan James
Mrs Wendy Jordan	Mrs Isabel Liddle
Mrs Mary Lock	Mrs Doreen Long
Mrs Doris Lyttle	Mr Derek Marsh
Mrs. Delia Mawby	Mrs Mairi McNaughton
Mrs Tanya Morris	Mr Anthony Newman
Mr Pat Newman	Mrs Frances Newman
Mr Mike Rigby	Mrs Vivien Rizk
Mrs Shirley Scott	Mrs Margaret Sherman
Mrs Pam Simons	Mrs Jean Smith
Mrs Doreen Taffs	Mrs Margaret Taylor
Mrs Hilda Towers	Mr Mike Turner
Mrs Marilyn Watts	Mrs Jean White
Mrs Shirley Willis	Mrs Vi Wilson
Mrs Nicky Wright	

### **COMMITTEE MEETINGS:**

We continue to hold a Main Committee meeting on a monthly basis when requests received are considered. Should a request be of a value under £500 then the current Chairperson has the authority of the Main Committee to consider it, after discussions with another member of the Main Committee, and sign it off for purchasing prior to a full committee meeting taking place. This enables the Main Committee, to be able to respond to requests as quickly as possible and also allows the Hospital Management team more opportunities to share with us any concerns or future plans/requests they may have.

We continue to have a thorough request procedure with every department making a request having to first complete the necessary request form. A representative from the department is also requested to attend a Main Committee meeting to discuss the reasons for their request for all items costing £500 and above. The criteria for purchasing any equipment are that

it will benefit Rugby patients. Subject to the funds being available the request is usually agreed

## TREASURER'S REPORT:

<b>FRIENDS OF THE HOSPITAL OF ST CROSS</b>		
<b>Financial Statement for the year ended 31<sup>st</sup> December 2013</b>		
<b>INCOME (Independently Examined Accounts)</b>	<b>2013 £</b>	<b>2012 £</b>
Collecting Tins	129.98	59.60
House-to-house & collections	2,952.00	3,515.26
Donations and In Memory (includes the Coventry Donation of £15,111.00)	23,203.29	25,556.09
Legacies	23,958.52	84,005.67
Tea Bar	9,462.87	8,717.28
Fund Raising	11,836.61	2,619.95
Bank Interest	2,952.72	592.17
Tax Refund (Gift Aid)	176.56	503.50
Lottery	207.84	235.55
<b>TOTAL INCOME</b>	<b>74,880.39</b>	<b>125,805.07</b>
<b>EXPENDITURE</b>		
Administration	1,530.07	893.18
Subscriptions	530.00	490.00
Charitable Expenditure	96,178.22	55,921.52
<b>TOTAL EXPENDITURE</b>	<b>98,238.29</b>	<b>57,304.70</b>
Less Income over Expenditure	-23,357.90	68,500.37
Balance at 1 <sup>st</sup> January	<b>335,856.78</b>	<b>267,356.39</b>
Principality B Soc deposit is fixed for 12 months and is not available until 28/10/14	Balance represented by:- Nat West - £83,412.78 Barclays - £144,086.10 B Soc - £85,000.00	
<b>Balance at 31<sup>st</sup> December</b>	<b>312,498.88</b>	<b>335,856.78</b>



We thank all our supporters and volunteers, without their efforts we could not over the last years spend on average £107,000 for the Hospital and Community and Mental Health Services.

The finances of the Charity remain very healthy, standing at 31<sup>st</sup> December 2013 = £312,498.86 after spending £98,238.29. Included in this figure is a fixed 1 year Bond of £85,000 to 28/10/14.

I am delighted to report a donation of £15,111.00 from The Coventry bringing over 7 years to a magnificent sum of £136,311.00. Thank You The Coventry. The Tea Bar has reported the highest figure ever. Well done. Again, the Raffle has raised a great figure at £966.00 and Tracey and her team brought in £11,836.61. A great figure. Magic.

We have received since our formation many, many legacies without which our spending would be severely curtailed. However, we are seeing a considerable fall in funding from 'donations' and 'in memory' which could have an affect on our spending in the future. Please consider a bequest we promise to spend wisely!

## **THANK YOU ALL**



Nigel Lines  
Treasurer

### **ADOPT US AS YOUR CHARITY:**

A number of organisations within the town or local villages have over the past years 'adopted' us as their annual charity. We are extremely thankful for this type of support as it not only raises additional funds for the Friends but also increases our profile within the local community. Please contact our office on 01788 663754 to arrange a meeting to discuss your interest more fully.

## GIFT LIST – DONATIONS 2013

ITEM(s) PURCHASED	DEPARTMENT	£
2 Bladder Scanners	All Wards	15,125.00
12 Mattress/6 Cushions	All Wards	20,100.00
Sanitary Pans	All Wards	168.75
6 Exercise Bikes	Cardiac Rehab	8,418.09
Urine Flow Meter	Continence Service	2,890.00
M/F Catheter Guides	Continence Service	799.00
Sundry Items	Dementia Room	118.00
Document Display Cabinet	Dementia Room	539.43
BP Monitor	Dermatology	35.00
Dynamap BP Monitor	Dermatology	1,422.00
Weighing Scales	Diabetic Dept.	269.10
Refurbishment *	JUBILEE Project*	18,921.00
6 Hi/Lo Beds	Med Rehab	11,100.00
Wire Shelving	Mulberry/Birch	344.76
Bed & Chair Sensors	Mulberry/Birch	1,079.88
Cutlery	Oak & Hoskyn	319.36
2 Standing Aids	Oak & Mulberry	1,977.60
Notice Boards	Oak & Mulberry	2,633.88
Bench	Outpatients	219.00
Patient Turner	Outpatients	399.00
Patients Chair	Phlebotomy	1,075.00
Infantometer	Rowan Ward	199.00
Wall mtd Otoscope	Rowan Ward	1,042.00
Annual Donation	Rugby Hospital Radio	1,000.00
Suture Retriever	Theatres	1,346.00
Elbow Positioner	Theatres	1,361.70
Laryngoscopy Pillow Set	Theatres	650.00
Trolley	Urgent Care	388.26
4 Chairs	Urgent Care	1,254.00
Nebulisers	Virtual Ward	200.00
Shaker de Luxe	Virtual Ward	324.87
Oximeter/Thermometer	Virtual Ward	457.35
	<b>Total</b>	<b>96,178.22</b>

\* The Hospital's Jubilee Project was the creation of a new Rehabilitation Unit with a Kitchen and a Gymnasium and the relocation of Mulberry Ward into Rainsbrook Wing and is now complete.

## SELECTION OF EQUIPMENT PURCHASED:

All Photographs taken by the Friends Volunteer Photographic Team  
George Ballard, Bob Mercer, Navin Mistry and Eddie White

### EXERCISE BIKES



includes Sarah Reynolds and Sue Barnard (Cardiac Rehab Nurses).

The Friends donated seven new exercise bikes, costing £7000, for the refurbished Cardiac Rehab facility in Rugby. Patients who have recently suffered a 'heart event' are invited to use the facility as part of their recuperation programme. The bikes pictured include a recumbent bicycle and upright models for patients with differing needs. Picture

### HI-LO BEDS AND PRESSURE MATTRESSES

The Friends donated 6 low height beds together with 12 pressure relieving mattresses and 6 pressure relieving chair cushions, which cost a total of £32,000. These will be used in various wards across the hospital. The beds are for patients with a risk of falling out of bed and can be used at normal height while patients are being attended to and then lowered to a safe height. The mattresses and cushions support the prevention and treatment of pressure ulcers for 'at risk' patients. The new equipment was handed over to Juliet Starkey, General Manager at St Cross, by Heather Green, Chairperson of the Friends.



### PATIENT STANDING AIDS



Hoskyn Ward took delivery of two standing aids donated by the Friends at a cost of £1977. Staff nurses Kate Phillips and Laura Butterworth, pictured, try out the new equipment which is used to help patients stand up or sit down when they move from a chair into a bed or vice versa. When the patient is standing on the platform the aid can be rotated so that the patient's back is towards the bed or chair they are going to return to.

## **BREATHING AND HEALTH MONITORING AIDS**



The Virtual Ward at the Orchard Centre in Lower Hillmorton Road took delivery of a selection of breathing and health monitoring aids from the Friends of St Cross. The Virtual Ward is a service that supports patients with long term conditions in particular those with chronic lung conditions. The service aims to empower patients to 'self manage' their own health needs. Amanda Roberts, a physiotherapist at the Centre, is pictured with a selection of the equipment, which cost £1,200 and is loaned to patients to assess for use at home before they decide to buy their own. Until now there was no provision in Rugby for patients to access these devices.

## **REPORTS FROM YOUR MAIN COMMITTEE**

### **SECRETARY:**

The role continues to develop as there is an ever increasing number of events to both diary and record. 2013 and the first few months of 2014 have been a particularly busy time resulting in a number of small sub committees being formed to enable projects to be developed away from the main committee meetings. This will prove to be extremely beneficial when the main committee and sub committees start to plan events for the Friends Diamond Jubilee celebrations in 2015.



June Witcomb  
Secretary

### **VOLUNTEER CO-ORDINATORS:**

There has been an encouraging increase in the number of volunteers wishing to join the Friends. We now have 209 volunteers, which is the highest number of volunteers we have ever had. A high proportion of requests are made via our web site.

## Tea Bar & Help Desk

We currently have 74 volunteers on the Tea Bar and 45 on the Help Desks with no vacancies remaining. The Tea Bar profit increased by 8.6% to £9,465, which is an excellent result. The sale of Second Hand books in the Out Patients Department has boosted the profit and we have every hope of passing the £10,000 profit mark in the current year.

## Life Membership

A Life Membership Award will be presented at the Annual General Meeting to Mrs Elizabeth McKinley and to Mrs Ann Gillon who have both been members of the House to House Collection Team for many years. The Friends would like to express their gratitude to Elizabeth and Ann for all their hard work and dedication. The funds they have helped to collect have been spent across the Hospital and Community Health and Mental Health Services.

## Value For Money

As the number of volunteer services we operate at St. Cross continues to grow we thought it would be useful to work out just how much time our wonderful teams put in and estimate an approximate value for that.

Taking all our services on site volunteers put in nearly **11,000** hours in 2013. This was accumulated by committee members and officers who put in around **1400** hours; the two Help Desks and the Outpatients Department Tea Bar where volunteers work around **8000** hours a year and of course volunteer hours provided by our various teams who kindly provide services throughout the hospital.

Putting a financial value on this terrific effort – if all our volunteers and committee members were paid at the national minimum wage of £6.31 per hour this would produce a value of over **£69,000 per annum** that is a staggering contribution to the services at our hospital.

Since our average annual expenditure on gifts to St. Cross and community health services is around £100,000 this means that the value of our gross input to the hospital is a huge **£169,000 a year**.



Chrysanda Gilbert  
Help Desk Co-ordinator



Mike Rigby  
Tea Bar Co-ordinator

**THANK YOU TO ALL OUR WONDERFUL VOLUNTEERS  
WE COULDN'T DO IT WITHOUT YOU.**

**GOVERNANCE:** During the past year the Governance Review Team have reviewed all of the Charity's Policies, Practices, Protocols and supporting documentation to ensure compliance with current regulation and legislation.

Our constitution remains the key governing document thus particular attention has been given to legislation relating to requirements set out by the Charity Commission, Government Legislation, Health & Safety Policy and Risk Assessment.

This has resulted in our Code of Practices, Protocols, Volunteer Agreement, Capability, IT, Communications, Health & Safety and Risk Assessments being amended or developed to ensure we meet current requirements.

I am pleased to report that the Charity's documentation is comprehensive, robust and meets its legislative obligations for the year 2014.

Roy Cartledge  
Governance Review Team Lead



## **IT AND COMMUNICATIONS:**

Our website continues to be accessed by approximately 25 users every day. However, we have decided that the site needs a refresh and have worked with Warwickshire College to give students a 'real life' project to design a new look and feel for the website. Twelve students were invited to submit proposals as a competitive exercise, which went through two knockout stages to select a winning proposal. The winner has been selected and his name will be announced when the site is transferred from the college systems to our website which we hope will be completed in June.

Over the past year we have increased our digital presence with expansion of the use of Facebook, where we publish articles on our latest activities at the same time as we release news to the local press. Recent postings reached over 300 Facebook users seeing the posts about the Royal Visit and the Book Sale in Clock Towers - record, so far, was the 1,786 who saw the photo album of the Valentine's Dinner and Dance!



We also contribute to websites managed by others including

- [localgiving.com](http://localgiving.com) where supporters can set up sponsorship pages
- [aroundme.co.uk](http://aroundme.co.uk) - publishers of the Around Rugby Magazine which is delivered to 14,000 homes in the town

We have recently ventured into e-newsletters with the first one published in February and the next one planned for after the AGM - sign up for this on our Facebook page or email [office@friendsofstcross.org.uk](mailto:office@friendsofstcross.org.uk) to be added to the mail list.

Press coverage throughout the year has been excellent with one or two articles appearing in either the Rugby Advertiser or the Rugby Observer every month.

We are extremely grateful to The Coventry for their continued support of the twice yearly printed Friends News - which they design and print for us. The last edition was extended to 4 pages - there has been so much to report!

Willy Goldschmidt  
Communications Lead



**NEW PROJECTS:** Since its foundation the charity has always been keen to explore new ways of supporting our hospital and the outstanding example has been the extremely successful affinity account, the St. Cross Saver, operated by "The Coventry" which has raised well over £100,000 to date. We now have one member of the Main Committee with a specific role to look at and develop new ideas.

**Book sales** - One of these ideas has seen the charity introduce book sales in the Out Patient Department and this has already expanded from one day per week to three, with sales off site at the Clock Towers Centre, courtesy of the Centre management, to whom our grateful thanks. This is producing a very welcome new income stream.



**Roadshows** - Two other ideas are being worked on with our popular Roadshows. There has been a welcome increase in the number of bookings these talks and we are developing plans to use visual aids to improve their presentation and to incorporate some examples of how individual patients have benefited from equipment donated by the charity to our hospital.

**Youth engagement** - The charity has long engaged with older people and we are seeking ways of making contact with young people. To this end a Roadshow was presented to one of our senior schools, a first ever for the charity.

**Volunteering** - The list of volunteering opportunities continues to grow with the development of the patient feeding scheme and patient visiting and we are always ready to discuss new proposals with the hospital manager.

**Looking forward** - Fund raising is a major part of the charity's activities and we welcome ideas or proposals for fundraising, or sponsorship from local business and organisations. Next year is a golden opportunity for the people of Rugby again to demonstrate their support for the Hospital of St. Cross as it is our DIAMOND JUBILEE year. Yes 60 years since our formation. We are discussing an exciting project with management so do put forward YOUR ideas or make a contribution to what we do. Just ring 01788 663754 or have a look at our website or Facebook.



Tony Cousins  
New Projects Lead

### **NEED A SPEAKER?**

We have a small team who are available to speak to local groups about the history of the hospital of St. Cross (opened in 1884) and the work of the Friends of St. Cross. There is no charge for this service and our team is available for meetings during the day or in the evening. Just contact our office on 01788 663754 to discuss your requirements and arrange a date.

## FUND RAISING:

£9661 raised in 2013. **A record year for the fundraising team.**

Our events included our Black Tie Dinner & Dance, A Quik Witz Quiz, Flower Power 2, Battlefield Line trip and a Christmas cake demonstration that led to this fantastic amount of money.



So far this year we have raised over £4000 at our Black Tie alone.

In 2014 we are hoping to raise a total of £10,000 to buy additional specialist equipment for the newly re-furnished operating theatres at St Cross. Over 60% of the elective orthopaedic surgery undertaken by the hospitals in Coventry and Rugby is actually done at St Cross and this will increase the range of operations which can be carried out, further cementing its place in the community.

I would like to thank all of the people who attended our events.

A big thank you to my fund-raising sub-committee for helping to make these occasions such a big success. Here's to another truly exceptional year!



A list of forthcoming events can be found on our Website: [www.friendsofstcross.org](http://www.friendsofstcross.org) or follow us on Facebook. Take a look now to find out how to reserve your place at one or more of the events.



## **PURCHASING:**

I am very fortunate to be involved in one of the most rewarding functions of our charity, inasmuch as I have the challenge to achieve the best value for money.

Also, and of equal importance and fascination, is becoming aware of the diverse equipment that is now available for patient treatment and care. In addition this gives me the opportunity to develop good relations with the hospital staff and our suppliers, which, at the end of the day results in a high level of job satisfaction; something not too many people can say these days.

Richard Green  
Purchasing Lead



## **STREET COLLECTIONS:**

The collections team have had a very busy and successful year with many of the tins being held by shops etc. collecting variable amounts, but added together bring in a regular income. A tin collection at Tesco's raised a healthy £465.64p and added to the £346.52p collected at Sainsbury's. Well done to my faithful ladies who always step in to help.



The Christmas raffle at the hospital this year raised a tremendous amount of £966, a big thank you to all the tea bar staff, who encouraged people to buy tickets, while at the same time dispensing tea and coffee. The Friends were delighted when World Champion Crossbow shooter Iris Bingham agreed to draw the winners of the raffle on Friday 20th December. Iris told us she has been a long time supporter of the Friends and she appreciates the work done by the volunteers and fundraisers, which help the

hospital to sustain its high level of service to the community. For some 15 years Iris was one of the team of street collectors until her health prevented her from continuing.

Our annual house-to-house collection, which at the time of this report stands at just under £3000.

I would like to take this opportunity to extend a very special thank you to all my collectors who undertake this arduous and sometimes a very difficult task. I know that a lot of you do not find it easy, but every year you turn out and still support me whatever the weather, I want you to know it is very much appreciated.

Doris Froggatt  
Collections Coordinator



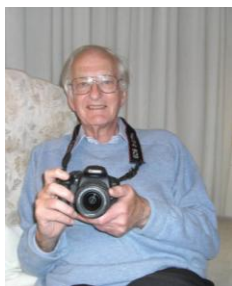
**WCAVA:** WCAVA is Warwickshire Community and Voluntary Action and is the organisation that represents the organisations within the community and voluntary sector. Representatives from groups, organisations and charities in the Rugby area meet regularly to discuss the issues within the sector. This information is then forwarded to the WCAVA Board and in turn a board representative attends the meetings to share important information with us. Four times a year we arrange a Forum for those in the voluntary and community sector where there is a chance to exchange views and learn in more detail about topical issues affecting the sector. The May 2014 Forum's main topics were Pride of Rugby Awards, Financial Inclusion and a report and update from the Clinical Commissioning Group. My role is to ensure that the views of the Friends and the Friends Volunteers are heard and to bring back information to the trustees.

Kathryn Lawrence  
WCAVA Link



## **Thank you to OUR WONDERFUL PHOTOGRAPHERS:**

The Friends have a team of four volunteer photographers who are also members of Dunchurch Photographic Society and between them attend every event. Every photograph shown within the Annual Report has been taken by them and their work can be seen most weeks within the local papers, on Facebook or our website. The wonderful pictures they take helps to bring events to life.



George Ballard



Bob Mercer



Navin Mistry



Eddie White

Thank you also goes to Martin Hewitt (UHCW), The Rugby Advertiser and The Rugby Observer for attending various events and allowing us to publish any photographs they have taken.

## **VOLUNTEERING OPORTUNITIES**

Although a number of the volunteering opportunities currently have a waiting list we are always in need of new and enthusiastic members who are able to use and adapt their knowledge and skills in various ways.

We particularly need volunteers who are interested and willing to consider becoming part of the teams which do House to House collections, Ad Hoc volunteers for events throughout the year, Patient Feeding and the Patient Impressions Survey. A Patient Reading Scheme is still being developed and a new Patient Befriending Service is currently being trialled.

## **COME AND JOIN US YOU WILL RECEIVE A WARM WELCOME**

A leaflet detailing the above opportunities more fully is available upon request or visit our web site at [www.friendsofstcross.org.uk](http://www.friendsofstcross.org.uk)



SUMMARY OF VOLUNTEERING OPPORTUNITIES AVAILABLE	
<b>Fund Raising Team:</b>	organises various events throughout the year.
<b>Gardening:</b>	Currently we maintain an area named after a former President of the Friends, the Derrick Masters Memorial Garden. We also maintain planters outside the Out Patient Department entrance and plant daffodils to enhance our programme of planting over the last few years.
<b>Grant and Funding Co-ordinator:</b>	We need to continually research what grants/funding is available to a charity such as the Friends. This position is currently vacant.
<b>Help Desks:</b>	We operate Help Desks in two locations; one in the Out Patients Department and one near the entrance to the Day Surgery Unit. Volunteers “Meet and greet”, respond to patient and visitor enquiries and escort people to wards and departments. <i>This service is currently fully staffed.</i>
<b>Helping Hands in Theatres:</b>	Volunteers work in the operating theatre under direct supervision of theatre staff assisting at cataract operations by holding the patient’s hand. The service operates on Tuesdays weekly. <i>This service is currently fully staffed.</i>
<b>House-to-House Collections:</b>	We are always in need of new volunteers who are willing to help with the House-to-House collections as well as with other fund raising activities at local venues throughout the town.
<b>Main Committee:</b>	The Main Committee meets once a month at St. Cross Hospital on a Monday between 2 – 4pm. All Main Committee members take on a specific role.
<b>Occasional Cover:</b>	We are always in need of volunteers who can help step in and us with events throughout the year.
<b>Patient Befriending Scheme:</b>	This scheme has recently been introduced. It is hoped to extend the service to a number of wards.
<b>Patient Feeding Scheme:</b>	(Meal Time Assistant) Volunteers aid patients who are experiencing difficulty in feeding themselves due to various medical problems. All volunteers must receive training prior to taking up the post.
<b>Patient Impressions Survey:</b>	Volunteers visit wards and departments and record patients’ views on the service they have received.
<b>Patient Reading Scheme:</b>	Introduction of this scheme is currently on hold.
<b>Photographers:</b>	Photographs are taken of all the equipment purchased. Photographs are then sent to various external and internal media contacts. A group of volunteers who have an interest in photography currently fill the positions available.
<b>Speech and Language Therapy (SALT):</b>	Volunteers work with the department by assisting patients, who have experienced a stroke, to improve their speech and language skills.
<b>Sub Committee Work:</b>	Volunteers are always required to help support the Main Committee in organising specific events throughout the year.
<b>Tea Bar:</b>	An old established service providing beverages and light refreshments in the busy Outpatients Department at the hospital. <i>This service is currently fully staffed.</i>
<b>New Ideas:</b>	The above is a brief summary of the opportunities at the present time. The Friends of St. Cross welcomes any new ideas that will enable enhancement of the services at St. Cross or raise money for equipment.

**DONATIONS:** We have received numerous donations from supporters throughout the year both from individuals and local organisations. Without these wonderful donations the Friends could not continue to provide over £100,000 of equipment per year. Thank You to everyone. Here is a small selection of events people have kindly organised to raise funds for the Friends over the last twelve months.

### **Rugby Summer Darts League**

At the finals of the Rugby Summer Darts League cheques for £1,000 were presented to the Friends of St Cross and Sudden Arrhythmic Death Syndrome (SADS) charities. The league is for mixed entries and is run during the summer to raise money for local charities.

The presentation party (l-r) are Norma Simpson - League secretary, Bob Gardener – League president, Heather Green - Chairperson of the Friends, Steve Spooner - SADS and Bob Skinner - League chairman.



### **Rugby Golf Club ladies swing into action to support The Friends**



The ladies section of Rugby Golf Club presented a cheque for £2,100 to the Friends of St Cross after a fantastic year of raising funds for the charity after Ladies Captain Caroline Brown nominated The Friends as the Lady Captain's Charity of the year.

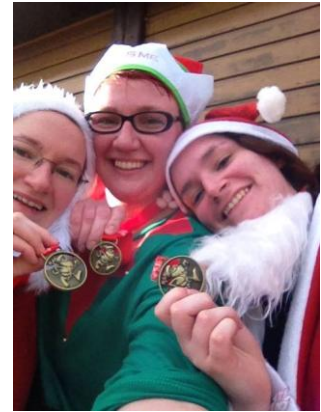
She and her fellow members organised various events throughout the last year including the Captain's Drive In, when members were invited to dress in 1920s costume, a lunch, harvest festival, Amateur

Golf Day and Christmas Bazaar.

Caroline presented the cheque to Heather Green, Chairperson of the Friends (pictured with ladies from the Ladies Golf Section) after the Ladies Day competition on the 19<sup>th</sup> of January at which Tony Cousins gave a brief talk about the work that the Friends do to support the local hospital and community and mental health services. Heather informed the group that the money would be used to purchase 12 special chairs which patients can use when they are able to get out of bed. The chairs come in a range of heights which enable the nurses to seat the patients most comfortably and reduces the risk of the patients developing pressure sores.

## Jingle Jog for Christmas Funds

Maddie Murphy, Claud Mba and Amy Davison proudly show off their medals after completing a 5K charity jog which was organised by the UHCW Charity. Their fantastic effort raised £1015 for the Friends.



## Rotary Club of Rugby Dunsmore choose the Friends



The President of the Rotary Club of Rugby Dunsmore Mike Hutton, has kindly chosen the Friends as one of his 2014 charities. The first fund raising event was held on Bank Holiday Monday 5<sup>th</sup> May at the Whitehall Rec. The Friends took a stand and enjoyed meeting local people who stopped to browse and ask questions about the charity.

Maureen Edwards who is the President of Warwickshire Women's Bowls Association has also chosen the Friends as her charity of 2014. The Friends look forward to attending the various fund raising events during the coming year.

## CEO AND SENIOR MANAGEMENT TEAM SAY "Thank You"

Andy Hardy, CEO of UHCW NHS Trust, hosted a Coffee Morning at St Cross to thank volunteers for their service to the hospital. Andy said "Every time I come to Rugby I am impressed by the high regard that the people of Rugby have for both the hospital and the support it receives from the Friends of St Cross and the Hospital Volunteers". Andy was accompanied by David Eltringham, Chief Operating Officer, and Ian



Crich, Chief HR officer who are all pictured with Friends committee members June Witcomb and Kathryn Lawrence.



Andy is also pictured sharing a joke with Friends volunteers, Wendy and Peter Jordan, who staff the Tea Bar.

## **HOSPITAL MANAGEMENT TEAM:**

This has been an incredibly exciting year for us at St Cross with many challenges and changes coming our way which, with support from our colleagues and our 'Friends' we have managed to overcome. Of note are the changes to the provision of emergency care on site. September 2013 saw the implementation of the 24/7 Nurse led Urgent Care Centre. The staff are fully trained and have undergone a process of consolidating their academic learning with practical 'hands on experience' and we are really proud of the way that they have embraced the change and continue to manage the service effectively and efficiently. The 'Friends' supported this service with the donation of equipment which has improved the environment and comfort of patients attending.

We also saw the upgrade of one of the theatres which has meant that we are able to undertake more procedures such as joint replacements requiring ultra clean ventilation. Managing these works whilst maintaining activity was an operational challenge but by undertaking the work during our 'quieter' time (in the run up to the Christmas period) we were able to ensure that none of the patients were cancelled as a result of the works, which was a big achievement.

My colleagues and I are continually astounded by the depth and variety of support that the 'Friends' give to the hospital, its staff and visitors and it was for that reason that I was pleased to nominate them for the Queen's Award for Voluntary Services. I am delighted that this was recently recognised with receipt of the award as the support given, both financially and practically, really does help improve the experience for our patients, visitors and staff alike.

**Juliet Starkey**

**Group Manager Hospital of St Cross**

### **TEA BAR:**

Please visit our Tea Bar in the Out Patients Department if you want the best cup of tea in town. All items are reasonably priced and all profits are in aid of the Friends of St. Cross. We also have some excellent bargains for sale:

- Glitter pens
- Friends Pens
- Key Fobs
- Friends Badge
- Book stall on a Tuesday/Wednesday/Thursday 10 – 12 noon

## **THE FUTURE:**

As detailed in the report the Friends continues to support the Hospital of St. Cross and the local Community and Mental Health Services by regularly donating equipment and services which are requested on a regular basis.

To enable us to 'plan' for the future we continue to work closely with the Hospital Management Team in discussing potential projects that the Friends might be able to support in some way. Specific projects, in celebration of our Diamond Jubilee, will be announced at the Annual General Meeting and advertised extensively during 2014/15.

We also acknowledge that we need to continue to develop our social events, which over the previous years have shown to be a provider of essential funding. A full calendar of events for 2014 is available and 2015 will be released within the coming months. We would value your support at the various events. We have also started to include these events on Facebook to widen our potential target audience.

Although a number of our volunteering opportunities are currently full we continue to require volunteers to fill essential roles that will enable us to develop the organisation in future years. It is crucial that we continue try to fill these positions as the current main committee members are all fully committed within their individual roles and are, of course, not getting any younger!

## **FRIENDS NEWS:**

We publish a newsletter twice a year giving an update on our activities and what's going on at St. Cross. Copies are available by mail or by email. You can also read the latest edition on our web site and follow us on Facebook. If you would like to go on the mailing list just contact the office and we'll do the rest. Please ring 01788 663754.



## The Friends of St. Cross was founded in 1955

- AIMS to provide voluntary services at the hospital
- AIMS to raise funds for the hospital, community and mental health services in RUGBY
- We have over **200** volunteers
- We have raised over £3 million since foundation in 1955
- We have a proud record of supporting Rugby's health services
- We aim for 98p of every pound we raise to go directly to Rugby's Health Services
- We give free talks on the work of the 'Friends' and the history of St. Cross (founded in 1884)
- We have a newsletter "FRIENDS NEWS" published twice a year
- We have a website [www.friendsofstcross.org.uk](http://www.friendsofstcross.org.uk)
- You can now 'friend' us on Facebook
- Email us on [office@friendsofstcross.org.uk](mailto:office@friendsofstcross.org.uk)
- Telephone the office on 01788 663754 (direct line)

## We're making a difference ... so can YOU!



- **Become a volunteer**
- **Make a donation**
- **Leave a legacy**
- **Open a St. Cross Saver account with Coventry Building Society**

*Since 1955, the Friends of the Hospital of St. Cross have raised over £3 million. The Friends have no paid staff or fund raisers and every member is a volunteer. We aim for at least 98p of every £1 raised to go directly to supporting St. Cross Hospital, Rugby Community and Mental Health Services!*





# OPEN A ST. CROSS SAVER ACCOUNT



When you open a St. Cross Saver account with Coventry Building Society, they will make an annual donation to the Friends of the Hospital of St. Cross. The donation is the equivalent of 1% of the balance held in all St. Cross Saver accounts, on average over each 12 month period.

More than your interest at heart



**ST. CROSS SAVER**  
SUPPORTING THE FRIENDS OF  
THE HOSPITAL OF ST. CROSS

CALL INTO RUGBY BRANCH OR CALL

**0845 766 55 22**



TLC not PLC

This is a Coventry Building Society instant access account with a minimum balance of £100. Interest paid annually or monthly. Full details available on request. Coventry Building Society telephone advisors are available Monday to Friday 8am-8pm, Saturday 9am-5pm, Sunday 10am-4pm. Telephone self-service is available 24 hours a day, 365 days a year. Contact your service provider for details of call charges, as costs may vary. Coventry Building Society may monitor, record, store and use any telephone, email or other communication with you for training, crime prevention purposes and to check and improve the quality of their customer service. Information correct at time of going to print 16.06.2014 and may be updated and amended at any time. Coventry Building Society. Registered Office: Economic House, PO Box 9, High Street, Coventry CV1 5QN. This is a joint project between the Friends of the Hospital of St. Cross and Coventry Building Society. University Hospitals Coventry and Warwickshire NHS Trust will not accept liability for any aspect of the business entered into by these two organisations. Friends of the Hospital of St. Cross. Registered Address: Brookfield House, Hospital of St. Cross, Barby Road, Rugby CV22 5PX. Registered charity number 218485. 2014/COM/073