



The Queen's Award
for Voluntary Service

The Friends of the Hospital of St. Cross **ANNUAL REPORT 2014**

*Presented to the Annual General Meeting
on 23rd June, 2015*



**Brookfield House, Hospital of St. Cross,
Barby Road, Rugby CV22 5PX
Telephone: 01788 663754**

Email: office@fsx.org.uk Website: www.fsx.org.uk

Facebook: [/thefriendsofthehospitalofstcross](https://www.facebook.com/thefriendsofthehospitalofstcross)

Registered Charity number: 218485



Special Award
Winner 2014



Elizabeth R

Elizabeth the Second,

By the Grace of God of the United Kingdom of Great Britain and Northern Ireland
and of Our other Realms and Territories Queen, Defender of the Faith, to

Friends of the Hospital of St Cross

*Operating a range of voluntary services for
the Hospital of St Cross Rugby and fundraising to provide equipment
to improve hospital facilities*

Greetings

We being cognisant of the said group's outstanding voluntary work in the community,
and being desirous of showing Our Royal Favour do hereby confer upon it:

The Queen's Golden Jubilee Award for voluntary service by groups in the community 2014

for such period as the group continues to provide its current service and do
hereby give permission for the authorised emblem of the said Award to be
displayed on the group's letterhead and other public material.

Given at Our Court of Saint James's under Our Royal Sign Manual this
second day of June 2014 in the sixty-third year of Our Reign.



The Queen's Golden Jubilee Award for Voluntary Service

*Front cover photo: Joan Jesson, President of the Charity,
receives the Queen's Golden Jubilee Award for Voluntary Service
from Tim Cox, Lord Lieutenant of Warwickshire.
(Cover photo by Eddie White)*



UHCW Executives thank hospital volunteers at a Christmas coffee morning - photo by BM.

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*The Rotary Club of Rugby
Dunsmore have contributed
over £5,000 to the Appeal.*



Acknowledgments

Unless otherwise stated, the photographs throughout this report were taken by the following Friends Volunteers; George Ballard (GB), Leigh Cosby (LC), Bob Mercer (BM), Navin Mistry (NM) and Eddie White (EW). George, Bob, Navin and Eddie are also members of Dunchurch Photographic Society.

Design of this report and the posters and tickets for our various fundraising events has been undertaken by Alan Wiggins.

Thank you.

Letter from the President



Dear Friends,

Welcome to the Diamond Jubilee Annual General Meeting.

Since our last AGM - when we were able to announce that we have been awarded the Queen's Award for Voluntary Service (known as 'the MBE for volunteer groups') and a Special 'Pride of Rugby'

award - we also

launched an appeal to

raise at least £60,000,

to help create a blood taking unit fit for purpose.

We have been overwhelmed with support from local businesses and the community of Rugby in order to ensure this project comes to fruition.

One of the main objectives of the Friends is to raise funds in support of our local hospital and the community and mental health services, which will make a difference to the care offered to

patients, and to date over three million pounds has been raised and spent in the 60 years since the Friends was first formed.



Mavis and Jack Sale at the Day Surgery Help Desk - photo by BM.

Our volunteers, of which there are over 200, also provide help with 13 different services across the hospital and, I offer my, and our trustees, grateful thanks for the time and commitment they give so generously.

We work very closely with the management team at the hospital and our thanks go to General Manager, Juliet Starkey, who advises the Friends on issues regarding where the public funds we raise will give the greatest benefit to patient care.

My personal thanks are offered to the Trustees, all of whom have worked tirelessly throughout this Diamond Jubilee year, to make it a year to

celebrate such an auspicious occasion - and achieve such great results.

And, last but not least, may I offer my grateful thanks to the community at large in Rugby, who have supported us throughout the last 60 years, and make a big difference to the patient experience and the care they receive.

Yours sincerely,

Joan Jesson

President of The Friends of the Hospital of St. Cross



Jamie-Lea Winch opens the Christmas Bazaar - photo by LC.



Chairperson's Report



What a wonderful year this has been.

When I launched the Diamond Jubilee Appeal last year I never thought it would take off in the way it has. My suggestion for people to save small coins has been wonderfully supported and, with the introduction of the specimen pots which each hold £2.25 in 5p pieces and can be reused, we have raised well over £1,600 so far.

Many clubs and businesses have supported us either with donations or made us their 'charity of the year', and we are well on the way to the target of at least £60,000. At the time of writing detailed planning work has started on the new Phlebotomy Unit which will now be located in part of the old Mulberry unit. There have been delays as the original site at the end of Hawthorn is now going to be re-opened as a ward. The Pathology Department are happy with the change. It will have eight cubicles, as in the Hawthorn design, and will have more car parking.



Coventry cheque handover - photo by NM.

The appeal will continue to the end of the year, as we have pledged £100,000, with any shortfall being made up from our reserves. Several volunteers have held coffee mornings and the

committee have organised a lot of events this year including a Christmas fair and a Spring concert at St. Andrews. Planning is under way to hold a concert at the end of October, in the Rugby School Temple Speech Rooms. This will be a joint effort with the Rotary Club of Rugby Dunsmore, who have been great



Indian community yoga group Shree Kaylan Yog Kendra supports the Appeal.

supporters of the Appeal.

The Coventry continue to support us through the St. Cross Saver account, which gave us £17,252 this year - bringing the total donated in this way to an amazing £153,562.

So what of the rest of the hospital?

We have continued to provide equipment for various departments, notably theatre equipment. There are six theatres working and Rugby does most of the joint replacements across the Trust.

There is also an art therapy trolley, which goes round encouraging patients - particularly long stay patients - to take one of the kits or puzzle books to keep them occupied and stimulated. This service is free, with a grant from the Friends.

We have started new services this year in the volunteering side of the Friends. Some of them are being trained as befrienders to dementia patients. The patient feeding service is now working well, after a shaky start, and we continue to look at new ways of volunteering in the hospital without taking away individuals' jobs.

None of this could happen without our volunteers, who number over 200, led by our committee who also serve as Trustees. Special thanks go to: Doris Froggatt, who has done even more collection organising and sorting the donations from the collection tubes in Blood Taking and Outpatients; Tracey Lennard, who arranges a programme of fund-raising events during the year; our Communications Lead, Willy Goldschmidt, who has kept us at the forefront of the local papers; and to Rugby Advertiser and Rugby Observer, who have been so supportive of our Appeal.

Thanks go to all the committee and volunteers who work so hard.

Heather Green, Chairperson

Treasurer's Report



I would like to begin with a big 'thank you' to Nigel Lines, who was treasurer until November last year. He handed over the accounts, carefully checked and all in date order. Thank you, Nigel.

The Friends have achieved a large increase in income, from donations and from fund-raising events. Good publicity of Friends' news and events in our local press, the Rugby Advertiser and the Rugby Observer, a new web site and new Facebook account have all improved our profile in the wider community, and contributed significantly to the success of the

Appeal. By the 31st of December we had received £38,915 towards our initial target.

As Treasurer I have the easy task of recording all the income and expenditure. I put the numbers into the computer, write a few simple formulae and print out all the results. Others have the much harder tasks of organising fund-raising events, arranging collections, running the tea bar and help desk and much more. It is also very heartening to see the wide range of donations, small and large, from individuals, from organisations and in memory, which collectively make a wonderful total. Thank you for all your support.

We will endeavour to spend it all wisely for the benefit of patients using the Hospital of St. Cross and the Community and Mental Health Services in Rugby.

Stan Bird, Interim Treasurer

Statement of Accounts

	Note	Year to 31/12/2014	Year to 31/12/2013
Incoming Resources			
Voluntary Income			
Donations	1	£57,503	£23,588
Legacies		£3,566	£23,959
Activities for Generating Funds			
Collections	2	£4,324	£3,082
Fund Raising	3	£15,706	£11,837
Investment Income			
Bank Interest		£1,525	£2,953
Income from Charitable Activities			
Tea Bar		£8,710	£9,463
Incoming Resources Total		£91,333	£74,880
Expenditure			
Charitable Expenditure			
Total Donations of Equipment and support for projects		£64,076	£96,178
Support Costs			
Admin & Marketing	4	£3,829	£1,530
Governance Costs			
Subscription to Attend & AGM Expenses		£793	£530
Expenditure Total		£68,699	£98,238
Net Incoming/Outgoing Resources for the year		£22,634	£23,358
Balance brought forward 1 Jan 2014		£312,499	£335,857
Balance at 31 December, 2014	5,6	£335,133	£312,499

Notes to the Accounts

Note 1 : Donations

Donations in collecting tins (shops, pubs, etc.)	£1,272
Donations in collecting tubes (out patients, phlebotomy)	£2,620
Donations from books	£1,161
From individuals	£16,095
From other organisations	£12,151
In memory	£5,275
Coventry Building Society	£17,252
Gift Aid	£1,677
Total Donations:	£57,503

Note 2 : Collections

House to house	£3,029
At supermarkets	£1,295
Total Collections:	£4,324

Note 3 : Fund-Raising

Total income from Fund-Raising Committee	£9,886
Other fund raising	£2,876
Christmas raffle	£2,727
Blue Chip Lottery	£217
Total for Fund-Raising:	£15,706

Note 4 : Admin & Support

Printing	£741
Purchase of office computer/screen/software	£609
Sundries	£1,263
Marketing	£960
Equipment for fund raising	£257
	£3,829

Note 5 : Bank Balances

Principality 1 Year Bond	£85,000
Barclays Clients Premium account	£144,591
National Westminster Bank	£105,542
	£335,133

Note 6 : Adjusted Balance

Less funds designated for Phlebotomy project	£38,915
Adjusted Balance available at 31 st December, 2014	£296,218

£3m Spent on Equipment Donations

When we prepared to publish the Gift List for 2014 we found that we have now recorded that a grand total of £ £3,111,523 has been spent, since the charity was founded in 1955, on equipment donations and support for projects at the Hospital of St. Cross and in the Community and Mental Health Services in Rugby.



Back row (L-R): Tony Cousins, David Moon, Mike Rigby. Front row: Juliet Starkey, Heather Green and Joan Jesson. Photo: Courtesy of Rugby Observer.



Cobbs elevators used for joint surgery - photo by BM.

Andy Hardy, Chief Executive Officer of University Hospitals Coventry and Warks. (UHCW) NHS Trust, said: "We are deeply grateful for the support of the Friends of St. Cross, which has done so much for the Hospital of St. Cross, through its fantastic record of donations and the superb voluntary services which has helped us expand our service in Rugby. For example, we now carry out over 70% of all hip and knee surgery performed by the Trust at St. Cross, which is partly enabled by equipment provided by the Friends for both the theatres and the post operation rehabilitation of patients."

David Moon, Chief Finance and Strategy Officer at UHCW said: "This is a tremendous achievement by the Friends in their Diamond Jubilee Year. We are looking forward to continuing to work with the Friends on the project to relocate the Blood Taking Service, for which they have generously committed £100,000."

Further quotes from the Trustees in the photo can be found in the article on our website www.fsx.org.uk.



Specially-designed iliac supports for use in hip surgery - photo by BM.



Volunteer Co-Ordinators' Report

Our two busy Help Desks and the Tea Bar in the Outpatients department account for 50% of our volunteers. Currently there are no vacancies on either of these services, but we do have other opportunities where you could help the Friends and, of course, the hospital.

The key areas for recruitment are the Main Committee, Patient Feeding, Patient Survey, Befriending and our annual house-to-house collection team. Whilst we have well over 200 volunteers helping the Friends, new members are always welcome and can hopefully take up some of the vacancies mentioned above.



Mike Rigby,
*Volunteer
Co-Ordinator*



**Chrysanda
Gilbert,**
*Helpdesk
Co-Ordinator*

We estimate that, in 2014, our volunteers gave over 13,000 hours of service which, if paid for at the national minimum wage, would equate to over £85,000 of additional support for the hospital!

If you have some spare time available, please get in touch - you will find our contact details on the front of this report.

Book Sales

Our second-hand book sales in Outpatients have proved most popular over the past year and, with the profit we make from the tea bar, there was a joint contribution of over £10,000 towards our funds - an excellent result. The book sales now take place five days a week and, if anyone has the time to organise this service for us, they will be most welcome.



Left: Margaret Masson takes patient impressions - photo by UHCW.

Below Take Heart supports the Appeal - photo by BM.



Life Membership



After 15 years of voluntary work for the Friends our volunteers qualify for Life Membership. At this year's AGM we are most fortunate to have six volunteers who are entitled to receive this award. They will join the other active 49 volunteers to receive this award, which creates a new total of 55 volunteers and represents 825 years of service for the Friends. We are most fortunate to have

such dedicated volunteers working with us.

This year our Fund-Raising Chairperson, Tracey Lennard, will receive an award - along with Julie Gordon, who is a member of her team. They are pictured, above, toasting Isabel Liddle, who recruited Tracey, and Doris Froggatt, amongst others! Tracey was a finalist in the 2015 Pride of Rugby Awards.

Two ladies who work on our Help Desks, Beryl Makinson and Doris Kilby will also be eligible for Life Membership.



Maureen West and Sally Bishop from our Tea Bar, will also be recognised at the AGM.



More background to the service careers of these ladies can be found in the 'Volunteer Profiles' section of our website at www.fsx.org.uk

Top left, Isabel Liddle, Tracey Lennard and Julie Gordon - photo by EW. Above, right, Help Desk volunteers Beryl Makinson and Doris Kilby - photo by LC. Seen left, Tea Bar volunteers Maureen West and Sally Bishop - photo by LC.

Collections Co-Ordinator's Report



The Jubilee Year got off to a magnificent start with the Christmas raffle, which raised £2,757. This was due to very generous donations of prizes, which included a television, a £100 travel voucher and a luxury Hamper. Also there was a lot of hard work by those selling tickets, one group to mention are the ladies working on the tea bar, who managed to sell tickets whilst dispensing teas and coffees. I would like to extend my sincere thanks to the above mentioned.

At the time of this report we are reaching the end of our annual house-to-house collection. A very big 'thank you' to all my collectors, this is not the easiest job, and I am very grateful for all their support they unfailingly give me each year.

Last June we launched our appeal for the Phlebotomy Department, with Heather's suggestion that the community deposit small coins in the drums in both Outpatients and Phlebotomy. This has been very well supported and I think, at times, we have had more 5ps than the bank!

Many shops and businesses have our collecting tins, which make a valuable difference to finances. Later on in the year we have tin collections at two super markets, when once again I will be calling on my hard-working collectors for support.

Doris Froggatt,
Collections Co-Ordinator



*Anthony Newman and the Blood
Taking team with one of the drums
- photo by EW.*



Purchasing Lead Report



For nearly four years now, I have had the privilege of being responsible for purchasing the equipment requested of the Friends by hospital management, a task I thoroughly enjoy as you can witness the benefit this brings to both staff and patients.

It's a sobering and rewarding thought that, thanks to the generosity of our supporters, we have spent well over three million pounds since our inception in 1955.

Fund-Raising Sub-Committee Report



The fundraising team at the Valentine's Ball - photo by BM.

In 2014, five organised events and two generous donations brought our fund-raising total to more than £10,000!

In February, our St. Valentine's Black Tie Dinner & Dance raised £4,140. Held, once again, at Castle Keep, Woolscott, this very special evening featured entertainment by local band The Draw, and a delicious three-course meal prepared and served by

Friends' favourites, Chef's Kitchen. A popular raffle and a prize auction also helped to swell the evening's fund-raising total.

On Saturday 7th June, Castle Keep also played host to the Friends' first ever barn dance; entitled the Wild West Hoe-Down & Yee-Haa! Once again, Chef's Kitchen supplied the western-themed fayre, and a caller got everyone down onto the dance floor – even a troupe from the Friends fund-raising sub-committee. Local DJ, Andy Rowley, topped off the evening with some disco classics, and the Hoe-Down raised £2,820.

In August, long-serving Fund-Raising Sub-Committee member Julie Gordon held her daughter Ellie's 21st birthday party at Castle Keep, kindly donating the evening's bar profits – a total of £215 – to Friends funds.



Demonstration dance - photo by BM.



Cruising on the Avon - photo by GB.

Following the success of our 2013 coach trip to the Shackerstone Railway, we decided to transport everyone to Stratford-upon-Avon, on Saturday August 30th, for a Scenic Cruise & Pub Lunch. Guests enjoyed a trip up the river, followed by fish and chips at The Bear public house, and the event raised over £960.



Kenny Robinson, Sally Jones & David Ferguson with the fundraising team for the Luncheon - photo by EW.

On October 11th our Songs from the Shows Saturday Luncheon was held at Ferguson's Restaurant, Rugby. Owner and chef, David Ferguson, provided a wonderful two-course meal, and diners were entertained with show tunes and comedy songs, by local singers Kenny Robinson and Sally Jones. With the help of a prize raffle, and a generous donation of

proceeds from the annual Easenhall Fete raffle, the event raised £1,001.

On the evening of 20th November, our third Flower Power event – Flower Power III & Christmas Fayre - raised £876. Visitors learned how to make a Christmas table decoration with popular local florist, Norman Clarke, and how to beautifully wrap their Christmas gifts, with Paddy Scriven. They also enjoyed mulled wine, a delicious Sue Jones mince pie, and a stroll around our Christmas Fayre stalls selling toys, books and gifts.

In early December, I was invited to present the Christmas wine-tasting evening for Grandborough Wine Appreciation Society. Held in the packed local village hall - scripted by Alan Wiggins with audio visual by Mark Homer - the event featured six wines and a host of locals in a panto-style sing-along. £88 from the evening's profits was donated to Friends 2014 funds, bringing the grand total for the year to an incredible £10,101.

Tracey Lennard, Chair - Fund-Raising Sub-Committee



Appeal News

Last year we decided to launch the appeal in order to celebrate our Diamond Jubilee and thereby to renew and widen our engagement with the community. We set the target of raising 'at least £60,000' as it is now 60 years since the charity was founded. Co-incidentally, it is also approximately the number of times the blood taking service is used every year!

We are delighted to report that we have enjoyed support from all corners of the community, with donations coming from both existing and new supporters, some of whom are pictured here and many more have been reported on our website and by the local media.

Warwickshire Women's Bowls Association support the Appeal - photo by NM.



At the AGM last year, the Mayor of Rugby, Councillor Ramesh Srivastava, announced that he had selected the Friends as his 'charity of the year', and he graced many of our events with his presence.

Here is a small selection of the many other fund-raisers who have supported the Appeal! Many more can be found on our website, at www.fsx.org.uk.



Top left: Members of the Pathology network took part in the 5k Rotary run and raised £1,000 - photo by NM.

Top right: Knitters from Ball of Yarn have donated items and supported craft events.

Left: The Mayor at the Ross Court Coffee Morning - photo by BM.

Bottom left: The daredevil abseil that raised £600. Bottom right: Jamesway Travel donated £500 and prizes for the Christmas Raffle and two fund-raising dinners.



The total received to date, reported at the AGM, was:

£70,561

Gift List for 2014

The full list of donations of equipment and support for projects is listed in this table which is followed with some pictures of various donations.

Ward	Item(s) Purchased	Cost
All wards	2-handled mugs	£32333
	6 pressure mattresses	
	Bariatric bed	
	Fall Sensors - Bed monitors	
	2 x adjustable bed tables	
	Patient armchairs with LMH leg lengths	
Bluebell (Dementia) Lounge	Signs and Plaque	£836
	Curtains & soft furnishings	
	Table and chairs	
	2 x Jet Sports Mini Trampolines	£2796
Cedar Ward & Rehab Ward	Patterson's Elliptical Trainers	
	2 Walking Aids	£1370
Day Surgery	Television	£170
Dermatology	Air-Conditioning Unit	£3440
Hoskyn Ward	Etac patient turners	£798
Hospital Radio Service	Annual Grant	£1000
Midwifery Service	Viamed Foetal Heart Simulator	£611
Operating Theatres	Respiratory Elevators	£10250
	Arthroscopy Instruments	
	Iliac Hip Support	
Outpatients	Notice Board	£72
Physiotherapy	3 x Patient Couches	£2100
Respiratory/ Sleep Dept.	Sleep Apnoea diagnostic unit	£4995
Sunflower (Bereavement) Room	3 Piece Suite	£1514
	Carpet	
	Decorative Items	
	Pictures and frames	
Urgent Care Centre	Leg rests (James Spencer)	£1792
	4 Patient Tub Chairs	
	Patient Chairs with high seats	
Total		£64076
Additional funds reserved for Phlebotomy relocation project		£38,915
Total spent in 2014 and committed for 2015		£102,992



Pictures of some of the donations listed are shown here. More information about these and the other donations can be found on our website at www.fsx.org.uk.

Top left: A monitor used to alert staff to patients on the move who may be at risk of falling - photo by EW.

Top right: A special bed designed for bariatric patients.

Below left: A cross-trainer for Cardiac Rehab - photo by BM.

Below centre: Arthroscopy instruments - photo by EW.

Below right: A Foetal Heart Simulator, used to calibrate monitors used on home visits - photo by BM.



Adopt US as YOUR charity

A number of business and community 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.



Find us on
Facebook



Top left: Walking frames for post-operation re-hab - photo by BM.
Top right: Sleep Apnoea diagnostic equipment is now available in St. Cross so patients no longer need to travel to Coventry for this service - photo by LC.
Left: The Sunflower Room is a place where relatives can meet staff in a non-clinical setting. The room was redecorated by staff from the Coventry - photo by GB.
Bottom left: Collection at Sainsbury's - photo by BM.
Festival of Christmas Trees at St. Andrew's Church, Rugby.



Hospital Report



In the last 12 months, there have been many achievements here at the Hospital of St. Cross of which I am particularly proud.

September 2014 saw the first anniversary of the Urgent Care Centre. The specially trained Emergency Nurse Practitioners, who can diagnose and treat a vast array of illnesses and injuries in people over the age of five - such as suspected broken bones, minor burns and sporting injuries - saw more than 25,000 people throughout the 12 month period April 2014 – March 2015. This is a fantastic achievement for the team.

The safety of our patients remains paramount and this year we were really pleased to have a 'Roam Alert' system installed on all of our wards, which alerts the staff when a vulnerable patient is getting close to the ward exits. The system gives patients the freedom to walk around the wards but alerts the staff if they are wandering too far.



This year St. Cross also became home to a mobile operating theatre which forms an extension of the building at the Day Surgery entrance. This has meant that the amount of planned operations and procedures we can perform has increased, and we have got busier, which is all positive news.



On a slightly different note, (pardon the pun), we were really happy to welcome a harpist onto our wards in April. Shelley Fairplay played a series

of mini concerts to our patients and encouraged them to have a go at creating their own music on a smaller harp. As you might imagine this was really well received by both patients and staff alike, and is set to be repeated in June with the musical talents of a singer/guitarist.



With the planned changes to the Phlebotomy Unit, and continued increases in the planned care services, this really is going to be an exciting time for St Cross!

Juliet Starkey

General Manager, Hospital of St Cross

Top left: Patient turners help patients move from sitting on a chair or bed to standing up - photo by EW. Middle right: Chairs with different leg lengths for patients of different heights - photo by EW. Middle left: New chairs and footstools improve patient comfort in the Urgent Care Centre - photo by EW. Bottom right: New treatment plinths for Physiotherapy Outpatients - photo by BM.



St. Cross Saver account

More than your interest at heart

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.



CALL INTO RUGBY BRANCH OR CALL

0845 766 55 22



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 advisers are available Monday to Friday 9am-6pm, 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 15.05.2015 and may be updated and amended at any time. Coventry Building Society, Registered Office: Economic House, PO Box 9, High Street, Coventry CV1 5QK. 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, Darby Road, Rugby CV22 5FN. Registered charity number 218485. 2014/COM/073