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Friends of the Hospital of St. Cross **ANNUAL REPORT 2015**

Presented to the Annual General Meeting on 28th June 2016





Special Award Winner 2014

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

Registered Charity number: 218485



Team of the Year Winner 2016

Front cover photo: The Phlebotomy Team visited the Friends Blood-Taking Unit, before it opened, in December.



Trustees present the Trust with a cheque towards the cost of refurbishing and re-equipping the old Mulberry Ward, which is the location of the new Friends Blood-Taking Unit.

L-R: Barbara Beal, Non-Executive Director, UHCW; Andy Hardy, Chief Executive Officer; Juliet Starkey, Group Manager - Hospital of St. Cross; David Moon, Chief Finance & Strategy Officer, UHCW; Michelle Giles, Senior Phlebotomist; Andy Meehan, Chairman, UHCW; Joan Jesson, Willy Goldschmidt and Heather Green, Trustees of the Friends of St. Cross.

(Photo courtesy of Rugby Observer.)





FRIENDS OF THE

Above: Ian Southcott, of Rugby Group Benevolent Fund, presents a cheque to Willy Goldschmidt, with (left to right) Juliet Starkey, Kathryn Lawrence, Heather Green and Michelle Giles. (Photo by BM)

> Left: A special 'thank you' card, from the staff, which is on display in the Friends' new Blood-Taking unit!



Volunteers make a

> Right: The Christmas raffle was drawn by Su Tarlng. (Photo by EW)



Hospital Report



What has stood out for me most, throughout 2015, is the overwhelming generosity of the volunteers - both from a willingness to give up your own time, and also from a financial perspective. Your enthusiasm for supporting our hospital has been infectious, resulting in the galvanisation of the local population. Through the Friends fundraising schemes, we have managed to raise awareness of the hospital and some of the services we can provide. I continue to hear from patients who contributed to the new blood-taking department, who want to know how it is going and how they can support the Friends in the future, which is fantastic.

At the last AGM I was able to share with you the work that has been achieved on our wards through the Healing Arts programme and, in 2015, I am pleased to say that this expanded with the introduction of Rocco, a gorgeous Labrador, who visits patients on the wards. This really has had a positive impact on many of our patients - as well as some of our staff - who look forward to seeing him each week.

I am pleased to share with you that, in March 2015, our Bowel Cancer Screening department's poster received the accolade of being chosen 'winner' by an expert panel, at Cancer Research UK's National Awareness & Early Diagnosis Initiative Research Conference. This was held in London, and the department's winning poster was "A faecal immunochemical test for haemoglobin (FIT) markedly increased participation in a colorectal cancer screening pilot in England". It was based on the outcome of their contribution to the pilot of a new way of screening for bowel cancer, and we were very proud of them for this achievement.

2015 also saw the relocation of the Children's Outpatient Department, into a stand-alone facility near the Day Surgery Unit. The move has meant that we have been able to see increased numbers of children at St. Cross, and hold more 'one-stop' clinics - where the children have access to a number of professionals from various specialities, without the need for multiple visits. This has been successful, and we are spending 2016 looking at how we can further develop this service.

I am pleased to say that we have seen an increase in our activity at St. Cross throughout 2015, a trend which we are working hard to replicate in 2016!

Finally, I just want to say thank you. Your continued support of our hospital makes a difference, both to our patients and our staff, and it is genuinely appreciated.

Juliet Starkey

Group Manager, Hospital of St Cross





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Acknowledgments

Photographs throughout this report were taken by the following Friends volunteers, unless otherwise stated, 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.

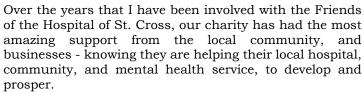
Design of this report, and the posters and tickets for our various fund-raising events, has been undertaken by Alan Wiggins.

Thank you.

Letter from the President

Dear Friends,

Welcome to the 61st Annual General Meeting.



One of the charity's main aims, wherever possible, is to make a difference to the patient experience. By ensuring that health services, provided locally for the community by our various staff members, are safe and secure. Also, by supplying our staff with the equipment and facilities

needed to provide as high as possible a standard of care.

The plans made by the Trustees and volunteers, to make the charity's diamond jubilee year something extra special, have certainly been achieved - beyond all our expectations.

The Trustees, with other volunteers, have worked tirelessly towards raising a total of 128 THOUSAND POUNDS - which has enabled the blood-taking unit to be moved into newly-refurbished, fit for purpose, premises. Since it opened, in December last year, effects on the service have been excellent - with patient numbers increasing, and waiting times reduced.

At the same time, other requests for help with equipment have been fulfilled, across the services the charity supports.

This coming year will see changes within our Trustee board. With our thanks for her commitment, Heather Green is standing down, after four years as Chair and, from today, Willy Goldschmidt is taking over. As usual, all of the Trustees take their role very seriously in ensuring the funds raised from the community are spent wisely - not only for the benefit of patients, but also to support various developments in health care.

One of our most valuable assets is our 200 or so volunteers, who give their time and commitment so generously, to provide help with 13 different services across the hospital and in the charity's various fund-raising activities. I take this opportunity to offer my own, as well as our Trustees', grateful thanks to them all.

What this year has undoubtedly proven, is that team and partnership working - towards a stated goal - brings success in achieving that goal, and feelings of satisfaction, for those who have worked so hard in bringing those positive outcomes to fruition!

Yours sincerely

Joan Jesson *President*

Appeal Update

As has been mentioned throughout this report, the Diamond Jubilee Appeal was an outstanding success. Not only did it raise more than double the initial target, it enhanced the Charity's engagement with the Community, in Rugby and Warwickshire.

Support for the Appeal came from all corners of the community, with countless personal donations being supplemented by contributions from a wide variety of social groups, and local businesses.



One of the Appeal's great successes was the idea for people to collect five pence pieces in specimen jars, and deposit the monies collected in the drums located around the hospital. We have decided to keep this going, as part of our on-going fund-raising activity.

For the first time in recent years, supporters took on a variety of sponsored activities, including the Three Peaks Challenge, several half marathons, a sponsored abseil and the somewhat gentler Jingle Jog!



Celebrating collecting over £2,500 in 5p pieces!

support we received from local businesses, which included a massive donation from the Rugby Group Benevolent Fund. There was also a corporate Golf Day - organised by Avon Timber - and significant donations from Jamesway Travel and M&M Jewellers, as well as lots of donations for the Christmas raffle, and the auctions and raffles organised by the Fund-Raising team.

We are most grateful for the

A breakdown of the variety of ways in which the Appeal total was raised, is set out in the table, seen right. The great news is that a number of organisations are continuing to support the charity, moving forward, as they recognise that it very much needs on-going support in order to continue to make a difference.

Source	Amount
Individual donations (including Gift Aid)	£25,502
Sponsorship	£4,750
Hospital Drums (including £2,500+ in 5ps)	£5,703
Donations 'In Memory'	£8,505
Fund-Raising Team	£13,101
Christmas Raffles & Collections	£9,751
Other Fund-Raising	£9,504
Community & Business Organisations	£31,222
Rugby Group Benevolent Fund	£20,000
Total	£128,038

Fund-Raising Sub-Committee Report

In 2015, thanks to our organised events, three very generous donations and, with the help of our wonderful local theatre, we raised more than £7600.

Late in 2014 I had been invited by Ian Johns, to present the Christmas wine-tasting evening for Grandborough Wine Appreciation Society. Held in their packed 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-themed

sing-along. £88 from the evening's profits was donated to Friends' funds, and subsequently included in our 2015 total.

In June 2015, my daughter Andrea donated generously the £1,010 bar takings from her special 30th birthday party to our funds: and, later that month, by special arrangement with Rugby Theatre, а performance of Hairspray: The Musical, with a collection at the door - raised over £770.

Also, Easenhall's Paddy Scriven hand made and embroidered a christening gown, which she donated to be auctioned in aid of



Tracey Lennard, Chair, (centre), with members of the Fund-Raising Sub-Committee (left to right)
Dave Proctor, Doug Jones, Julie Gordon,
Jean Thompson, Jan Jones & Alan Wiggins.
(Photo courtesy of Jamie Gray).

our funds. The finished gown was so beautiful, I decided to make a special donation in order that my new grand-daughter, Nancy Ann Cole, could be christened in it!

In July, our spectacular Friends' 60th anniversary Black Tie Summer Ball, held at Castle Keep, Woolscott, raised more than £4,955 – and, on December 16th, Warwickshire's Diatonic Choir performed A Christmas Concert, adding a further £679 to our 2015 total.

Tracey Lennard - Chair

Chairperson's Report



This is the last letter I shall write as Chair of the Friends, as I shall be handing over to Willy Goldschmidt, our Communications Officer, after the AGM. I will be taking up the role of Tea Bar Co-Ordinator, replacing Mike Rigby, who will be concentrating on recruitment and governance.

The last four years have been amazing. We received the Queen's Award for Voluntary Service, which is equivalent to a joint MBE. A lot of work went into that, and my thanks go to Juliet Starkey, for nominating our charity, and to the volunteers who helped to make it happen. As a result, Joan Jesson and I enjoyed a memorable afternoon as guests at one of the Queen's garden parties. Three more of our Trustees were guests at the Queen's birthday

celebrations, on the Mall, on June 12th.

We have had a royal visit from Princess Alexandra, to formally open the Queen's Diamond Jubilee Rehabilitation Centre, and we hope to have other royal visits in the future.

Finally, the Jubilee Appeal was an outstanding success. We aimed to raise £60,000, but raised more than double that amount, to help improve the phlebotomy service. Since then, waiting times have been greatly reduced, and the service is being taken up more, by people who previously used other outlets.

On May 6th a group of Trustees, Juliet Starkey (Group Manager of St. Cross), and Michelle Giles (Phlebotomy Manager), were present at Rugby FM's Pride of Rugby Awards. On the night, the Friends of St. Cross won their second Pride of Rugby award - as 'Team of the Year' - their first being a Special Award, in 2014. The Pride of Rugby trophy is on display in the Friends Blood-Taking Unit.

All these things could not have been achieved without the help of all our volunteers, who carry on with the day-to-day services we provide, in the hospital. There are too many to name, but a very big 'thank you' to you all!

Heather Green

Chairperson

WHY NOT REQUEST A ROADSHOW?



Organisations wishing to find out more about the charity can request a free roadshow - call 01788 663754 or email roadshow@fsx.org.uk More information about the charity is published on our website at www.fsx.org.uk

Report of the Board of Trustees - 2015

In 2015, we celebrated the charity's diamond jubilee with an appeal, which surpassed our hopes for raising at least £60,000, to fund the re-location of the hospital's blood-taking service and, in doing so, raise the profile of the charity.

In 18 months, the actual amount raised was £128,038. This came from all corners of the community, and included donations from individuals, local clubs, societies and businesses.

The new blood-taking unit operational became on December 14th, and has made a significant difference to the patient experience. Enjoying working in the muchwhilst improved facility, increased coping with



One of the cubicles in the Friends Blood-Taking Unit.

demand, the staff have delivered a reduction in patient waiting times. This has been a great team effort with

- the Trust funding the major building works
- the Friends donating £100,000 towards the internal refurbishment, and a further £33,240 for the new equipment used in the unit, and
- the staff themselves, who have adapted to new ways of working enabled by the project.

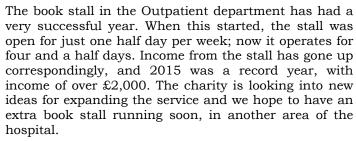


Coventry cheque presentation. (Photo by NM)

As well as the appeal, we have income from a number of regular sources, which continue to go from strength to strength. These include the Tea Bar, Outpatients Book Sales, and the donation from the Coventry Building Society, in respect of the St. Cross Saver Account; which totalled £18,163 this year!



Book Sales



The system relies on the efforts of a dedicated team who run the stall, and the back up stock room, and on the

support of the Help Desk volunteers. A big thank you is also due to the people of Rugby, who donate hundreds of books to our charity; without that support, the book stall could not function - but the income now being raised really does help the charity to MAKE A DIFFERENCE.

Tony Cousins - Vice President

You can find out more about the Friends of the Hospital of St. Cross on our website - at www.fsx.org.uk - or why not find us on Facebook?



Collections Co-Ordinator's Report

The year got off to a magnificent start with the Christmas raffle, which raised £2630. 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 worth special mention are the team working on the Tea Bar - who managed to sell their tickets whilst dispensing teas and coffees. I would like to extend my sincere thanks to all of 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 - I am very grateful for all of the support they unfailingly give me, each year.

The hospital drums, plus the many shops and businesses that have our collecting tins, make a valuable difference to finances. Later on in the year we have tin collections at two supermarkets when, once again, I will be calling on my hard-working collectors for support.

Doris Froggatt - Collections Co-Ordinator

Volunteer Co-Ordinator's Report

2015 was a record year for the number of applications from people wanting to volunteer for our charity. This has created the happy situation where most of the services we offer are fully supported. However, despite having over 200 volunteers, we still need more volunteers for Patient Feeding, Patient Surveys and Dementia Friend.

One area where help is definitely needed, is our annual house-to-house collections team. Doris Froggatt runs this fund-raising event, usually around Easter time, and she would welcome at least three new members to join her team. If you can you help with any of these, please contact our office, on 01788 663754.



Mike Rigby - Vice President

WHY NOT 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.

Tea Bar & Help Desk Volunteers' Report



We have two Help Desks in the hospital, as well as the Tea Bar in Outpatients department, and they are our most popular front line services - with over 50% of all our volunteers involved. They are our front line troops, and the services they provide make them excellent ambassadors for the Friends. A good example of this is our Help Desk volunteers, they will not only give you directions, but will also escort you all the way to your destination!

Throughout the year, it is a pleasure to report all our rotas have been full, with new volunteers waiting to join these services, whenever a vacancy occurs. However, it should be mentioned that circumstances can change quite quickly, and new volunteers are always welcome to join these popular services.

Chrysanda Gilbert - Help Desk Co-Ordinator & Mike Rigby - Tea Bar Co-Ordinator

Report of the Board of Trustees - 2015 (Contd.)

The appeal's success also meant we were able to continue to fulfil a number of

requests, throughout the year, costing another £51,100. We have provided a video camera for ophthalmology operations - which has helped expand the range of operations undertaken at St. Cross - supplied equipment for the children's outpatient clinics, and various beds and chairs, which improve patient comfort, as well as sensory mats - which alert staff if a patient is trying to get out of a chair or bed unaided.



The sensory cubicle in the Friends Blood-Taking Unit.

A full list of all the gifts is published with the accounts in this report.

This year our regular fundraising activities were led by

- Tracey Lennard, and her team, who organised more successful functions
- Doris Froggatt, and her team of intrepid collectors
- Mike Rigby, and the Tea Bar team
- Tony Cousins and the Book Sales team,
- who have been supplemented by working with the Rotary Club of Rugby Dunsmore, and the Rugby Male Voice Choir, on a number of occasions.

One of the year's highlights was October's Gala Proms Concert, held in Rugby's Temple Speech Room - at which Rugby Male Voice Choir was joined by other male voice choirs from Coventry, Northampton and Wigston, as well as the Bilton Silver Band.

The volunteering side of the charity continues to be well supported, with more volunteer applications coming from new contacts. This, we suspect, is due to the increased profile of the charity in the local media - thanks to the efforts of our Communications Officer, Willy Goldschmidt. Our volunteers, totalling over



The Opthalmology Surgical team with their new video equipment. (Photo by GB)

200 people, serve at the Tea Bar, on the Help Desks, and with Speech and Language Therapy, Patient Feeding, Patient Views, Helping Hands and Patient Be-Frienders, as well as the fundraising mentioned above.

We estimate the value of the 13,000 hours of voluntary work undertaken by the charity, based on the current living wage, is approximately £90,000!

Report of the Board of Trustees - 2015 (Contd.)

Income from the Tea Bar covers all our administration, publicity and insurance costs - and leaves a large surplus. This means that 100% of all donations and gifts, is spent on equipment for the hospital, and for community health and mental health services.



The musical directors congratulate each other, after our gala concert! (Photo by BM)

The Trustee board now consists of 15 members, each having a specific role in areas such as governance, finance, fund-raising or volunteering.

We continue to have an excellent working relationship with the UHCW Trust and, in particular, with Juliet Starkey - Group Manager at the Hospital of St Cross - and we look forward to supporting the Trust's plans for further expansion of the services provided at St. Cross.

We have also supported

the Community Service based at the Orchard Centre, and look forward to another year of making a difference for the patients who use these services in Rugby.

Further details of all the activities of the charity can be found on our website www.friendsofstcross.org.uk which includes links to our donation website, and Facebook page.

Overall the year has been eventful, very rewarding and successful.



Orchard Centre staff try a hover mattress. (Photo courtesy of SWFT NHS Trust)

Gift List for 2015 (Contd.)

Items on Order but not delivered by 31st December		
Reminiscence Therapy Computers & Software	Hoskyn Ward	
	Dementia	5,994
Four x Bariatric Chairs	Diabetes Centre	752
Sub Total		6,746

Jubilee Project		
Conversion of Mulberry Ward	to Phlebotomy Unit	100,000
Four x Phlebotomy Chairs		
Six x Phlebotomy Trolleys		
Eight x Waiting Area Two-Seat Beam Seats		
Air Conditioning System		
Art Work		
Baby Changer		
Clock		
Computer/Printer/Software	Phlebotomy	
Corner Storage Units	Equipment	33,240
Electric Three-Section Plinth Couch		
Notice Boards		
Plaque for Phlebotomy		
Privacy Screens		
Window Blinds		
Total for Phlebotomy Project		133,240

Total for the Year		184,340
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The Mulberry Ward team, in the Rehabilitation Centre, with various donations. (Photo by EW)



Hoskyn Ward staff try the 'My Life' Digital Reminiscence System in the Bluebell Lounge (Photo by EM)

Gift List for 2015

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

Item(s) Purchased	Ward	Cost (Round £1)
Items for Activity Trolley Activities Trolley	Activities	469
Patient Trolleys 6 x Beds Sensors TABS Professional – Falls Monitors	All Wards	3,110
Waiting Room Chairs	Ash Ward	1,098
Dumbbells Parallel Bars	Cardiac Rehab	812
Six x Bedside Chairs	Cedar Ward	1,354
Epilepsy Sensors & Receiving Monitors	Orchard Centre Children's Nursing	1,755
Graphics Decoration & Murals	Day Unit Mulberry/Oak Wards	2,650
Two Bariatric Couches Mobile Surgical Light	Dermatology	4,478
Portable Height Stadiometer	Dietetics Department	58
Leaflet stand	Foyer Rainsbrook Wing	213
Video Camera & Capture System	Opthalmology	5,983
Hover Mattress	Orchard Centre	2,917
Volk Lens & Tonometer Prisms	Outpatients (Eye Unit)	1,225
Portable Stadiometer Baby Changer	Paediatrics	1,331
Goniometer	Physiotherapy	77
Two Portering Chairs	Porters	1,040
Pop-Up Tea Room	Rehab Day Room Dementia Patients	1,610
Four x Specialist Chairs	Rehab Therapy	8,180
Sleep Aprocea Diagnostic Unit	Respiratory/Sleep Department	4,995
Annual Grant	Rugby Hospital Radio	1,000
Sub Total		44,354

Governance Report

The Friends charity is blessed with an able, hardworking, board of Trustees, who meet monthly to manage its business. As a dynamic organisation, the board has evolved into a more strategic and directional role, leaving much of the day-to-day administration to sub-committees, or individual officers.



One sub-committee, the Governance Review Team (GRT), has had a particularly busy, and ongoing, year - having updated the Constitution, for approval at the 2016 AGM, and many of the charity's governance documents.

The GRT has also spent a good deal of time looking at the UHCW NHS Trust's response to the Lampard Review. As a result, there are far-reaching implications, for all the charity's volunteers, who will in future be required to attend Trust formal training.

Existing volunteers will also have to attend. Some Trustees have also been heavily involved in developing, with the Trust, a Rugby-centred volunteer handbook, which will appear in 2016. These developments show how seriously the Trust is taking the Lampard Review. As a charity, we too have a duty to the hospital's patients, to help ensure no repetition of the events which Lampard examined.

Mike Rigby - Governance Lead



Treasurer's Report



2015 has been another excellent year for the Friends. £89,122 was raised during the year for the Jubilee Appeal, bringing the total to £128,038 - more than twice our initial target of £60,000. Fantastic! Other income not allocated to the appeal (e.g. Tea Bar, Book Sales, Coventry Building Society, bank interest and other items of regular income) lifted our total income £125,675.

We spent £133,240 on the phlebotomy project, and a further £51,100 on other gifts. Please read the gift list for all the details.

It is worth emphasizing that income from the Tea Bar covers all our administration, publicity and insurance costs, and leaves a large surplus. This means that 100% of all donations and gifts is spent on equipment for the hospital, and for community health and mental health services.

I became interim treasurer in November 2014. I am pleased to report that, as from 1st January 2016, we have an enthusiastic new treasurer; Mr. David Roberts. I am sure that he is enjoying this role, and that he will serve you, and the Friends, very competently.

Stan Bird - Interim Treasurer

Statement of Accounts	
Income Evacaditure Statement 1/1/15 21/12/15	

Statement of Accounts				notes to the Accounts		
Income Expenditure Statement	1/1/15	31/12/15		Note 1 Donations		
		Year End	Year End	Donations in Collecting Tins (shops, pubs, etc.)		£843
		Dec 31,	Dec 31,	Donations in Collecting Tubes (Outpatients, Phlebotom	y)	£3,098
		2015	2014	Donations from book stall		£2,127
	Note			From individuals		£12,458
Incoming Resources	Note			From other organisations		£41,956
was a second				In Memory		£5,739
Voluntary Income Donations	1	£89,469	£57,503	Coventry Building Society		£18,163
	-1	£4,000	£3,566	All other donations		£1,853
Legacies		£4,000	£3,300	Gift Aid		£3,232
Activities for Generating Funds	2	02 640	£4,324	Total		£89,469
Collections	2	£3,618	£4,324 £15,706	Note 2 Collections		
Fund Raising	3	£17,305	£15,700	House to House		£3,136
Investment Income		04 257	C4 E2E	At Supermarkets		£482
Bank Interest		£1,357	£1,525	Total Collections		£3,618
Income from Charitable Activities		00.000	00.740	Note 3 Fund-Raising		23,010
Tea Bar		£9,926	£8,710	Total income from Fund-Raising Committee	£8,150	£7,464
Income Resources Total		£125,675	£91,333	Other Fund-Raising		200 Page 100
Expenditure				Christmas Raffle	£8,835	£7,103
Charitable Expenditure		0477 504	004.070		£2,506	£2,360
Total Gifts		£177,594	£64,076	Blue Chip Lottery		£378
Support Costs	2	04.000	C2 020	Total for Fund-Raising		£17,305
Admin & Marketing	4	£1,982	£3,829	Note 4 Admin & Support		0004
Governance Costs				Printing		£204
Subscription to Attend &		£1,455	£793	Sundries		£705
AGM Expenses		21,100	2,00	Marketing		£847
Expenditure Total		£181,031	£68,699	Equipment for Fund-Raising		£225
Net Incoming/Outgoing Resources for the year		-£55,356	£22,634	Total for Admin & Support		£1,982
				Note 5 Bank Balances		
Balance brought forward 1st January, 2015		£335,133	£312,499	Principality 1 Year Bond		£75,000
170				Barclays Clients Premium Account		£145,098
Balance at 31st December, 2015	5	£279,777	£335,133	National Westminster Bank		£59,679
						£279,778

Notes to the Accounts