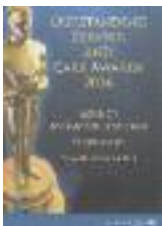




# The Friends of the Hospital of St Cross

Report for the period July 2023 to July 2024  
For presentation to the AGM on 4th September 2024

Accounts for the year to 31st December 2023  
Approved by the Board on 12th August 2024



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### **Cover photo**

Doug Jones, Chair of the Friends, observed a demonstration of knee replacement surgery when the team from Cedar Ward celebrated the delivery of 10 new theatre trolleys which support the innovation of same day hip and knee replacement.

### **Back page photo**

The Mayor’s Special Appreciation Award presented to the Trustees of The Friends of the Hospital of St Cross after the AGM in September 2023.

### **Acknowledgements**

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

# 1. Welcome letter from the President

*Dear Friends and Supporters,*



Welcome to the 69th Annual General Meeting of the Friends of the Hospital of St Cross.

As you will read in this report, and hear during the AGM, this has been another year of post pandemic adjustments. More importantly, once again, The Friends have supported major changes in the services provided at St Cross.

We were particularly delighted that shortly after we donated 10 Operating Theatre Trolleys for the Rugby Ambulatory Orthopaedic Service which is delivered from Cedar Ward, the Trust was formally accredited as an Elective Hub under the Get it Right First Time (GIRFT) scheme. You will hear more about this from Professor Richard King!

In February of this year Professor Andy Hardy unveiled the strategy for the further development of the site at St Cross. The first phase of this will include re-location of the services provided in the Owen Building, Children's Out Patients and Swift House and the building of a new theatre block on the site these buildings currently occupy. The Friends look forward to supporting this exciting development over the coming year.

Our team of active volunteers has grown over the year to approximately 200! We have made a change in the branding of our Befriending service which is now known as Patient Visiting. We plan to run a recruitment campaign to bolster the number of volunteers providing this service so that we can provide a full compliment in time for Patient Visiting during the Festive Season.

The biggest change which will affect the Friends Volunteer services is the introduction of the Electronic Patient Record (EPR) which will progressively reduce the volume of paper records and filing which is part of the activity undertaken by our great team of Ward Admin Volunteers. We are in active discussions with the Trust about several alternative services which these volunteers might deliver in future.

Last year 10 volunteers and Volunteer teams were shortlisted for the Trust's Outstanding Service and Care Awards (OSCAs). The Ward Admin Team which supports Hoskyn Ward were taken forward as finalists. They did not win but were delighted to see Kristine Davies pick up the Chief Executive's Award in recognition of her excellent work heading up Volunteer Services. She has helped to establish The Friends and UHCW Volunteers as a core part of Team UHCW. We hope that more of our volunteers will be recognised in the OSCAs this year. Nominations will have closed by the time this report has gone to the printers but hopefully we will have an update at the AGM.

I will close with a big thank you to all our volunteers and the dedicated team of service coordinators, fundraisers and trustees and look forward to the exciting year ahead.

All the best

*Willy Goldschmidt - President*

## 2. Chairman's Report July 2022 to July 2023



The Friends 68th Annual General Meeting was held at the Benn Hall on 6th September 2023 and presented reports covering the activity of the Charity and our financial accounts for the year ended 31st December 2022.

As in previous years, the meeting was once again well attended with the Mayor of Rugby, Cllr Maggie O'Rourke, and Dame Stella Manzie Retiring Chair of the UHCW Board of Trustees in attendance.

Our guest speaker was Robert White, Superintendent Radiographer, who provided a presentation giving an overview of the broad range of work conducted by Imaging Services. In 2023 the Fern Unit was the beneficiary of our largest donation of the year, a new Ultrasound Machine in the sum of £69,470. This has helped to increase capacity within Radiology providing the ability to treat an extra 500 patients a month.

As I have mentioned in previous years these sorts of projects are only possible because of those individuals, groups, clubs and associations that have continued to support the Friends so very generously. One of our key corporate relationships came to an end early in 2023 with a final contribution of £9,294 from the Coventry Building Society. We thank them and all their Affinity Account holders unreservedly for the financial support they have provided over a number of years.



But, as one door closes another opens, we had a brief verbal presentation from Colin Fyfe, the Chief Executive Officer of the Hinckley & Rugby Building Society at that time, and an announcement of a donation of £10,000. Colin has moved on to new challenges and we hope to continue to build upon the corporate relationship with the H&R. We thank every single one of our supporters for what they bring to the Charity and have helped us to achieve.

Our fund-raising activities in the last financial year saw some noteworthy increases. Elizabeth

Burnett and her team on the Tea Bar and Ward Trolley Service, post covid, have increased turnover by 60% and profit by 78%. Huge thanks to Elizabeth and team for all they do which I know is very much appreciated by patients and staff alike. Another area that has also worked some magic in this respect is Social Fund Raising where Tracey Lennard and her team of volunteers have achieved a year-on-year increase of some 37% profit on their activities. Again, huge thanks to Tracey and her team for all they do and what this enables us to support at the Hospital.

Public Fund Raising has however not fared quite so well. We currently have a volunteer vacancy for someone to help revitalise this important area of income for the Friends. If you would like more information or indeed would like to take up this challenge we'd love to hear from you.

Services at the Hospital continue to evolve as do requests for voluntary support. We have a steady stream of new volunteers joining the Friends and the collective support provide by some 170 volunteers in the Hospital continues to grow. Whilst we are able to monetise some areas of activity the support of our volunteers is the greatest gift of all and is beyond value. Of course, these things don't happen by chance or good fortune as we have a dedicated team of service co-ordinators who lead these activities for the Charity. We simply couldn't do all that we do without you.

We have also seen a number of changes within the Friends Trustee Board with one Trustee stepping down and three new Trustee appointments being made. A warm welcome to our new Trustees and we thank those that have moved on for their valuable contribution to the work of the Friends. As I mentioned last year, we are always looking for new talent and expertise at Trustee level so if you think that you could help in this respect, we really would like to hear from you.

Whilst our overall level of income has reduced over the last financial year our ability to support a number of requests has not changed. A wide range of gifts were made during 2023 totally a fantastic £167,300. Items included IT equipment and patient chairs for the Laurel unit; new furniture for the Relatives Room in Brookfield House; a



donation to Rugby Hospital Radio; Exercise equipment for Cardiac Rehab and Bingo prizes for Ash Dialysis. A new supply of Haircare kits was made available to the Maple Unit (Haematology & Oncology Unit); a larder fridge for day surgery staff to store their luncheon items and a festive Christmas Dinner for staff and volunteers plus presents for hospitalised patients over Christmas. A full list of all the gifts provided during 2023 can be found further on page 8 of this report.

At this point, we must recognise the efforts of Stephen Walshaw, our Purchasing Lead, who works diligently to secure the best discount on all the equipment that we buy for the Hospital. He has saved 10s of thousands of pounds over the years and in particular saved some £2,700 in 2023.

The continued and unwavering generosity that we receive has massively helped 2023 to be yet another fantastic year for the Charity. As we move ever closer towards our 70th Year and our Platinum Anniversary in 2025 I am still very pleasantly surprised by the level of affection there is for the Hospital of St. Cross and the Friends. It is only possible for us to achieve as much as we do because of that ongoing support of the Rugby Community.

All of this and so much more has only been possible thanks to the collective resolve of everyone involved with the Friends.

Thank you.

*Doug Jones - Chairman*

## 4. Treasurer's report for 2023



The finances of the Friends of the Hospital of St Cross remain in excellent health. Although in 2023, we saw a reduction in our reserves by some £79,000, this was in order to undertake a significant amount of expenditure supporting all areas of the hospital, which is of course great news!

Total income raised during the year reduced to a total of £99,112. Although this is approximately £51,000 lower than in the previous year, I don't believe that this represents a worrying trend. The reduction mainly came from two areas – a reduction in legacies, and the absence of continued financial assistance from

Coventry Building Society, who had provided very generous support via their customers for quite a few years. This ended in December 2022.

As well as the many donations from individuals, including many sent in memory of loved ones, there were significant sums donated by a variety of local organisations, reflecting the fundraising efforts of their own members and supporters.

Whilst we are extremely grateful for all financial support, no matter how big or small, notable donations of more than £1,000 have been gratefully received from the Hinckley and Rugby Building Society (£10,000); Hanover Ladies (£1,315); Sir Edward Boughton Long Lawford Charity £1,250; Rugby & District Cancer Concern (£1,200) and Miss Kathryn Mitchell (£1,000).

Legacies continue to be a source of significant funds for our charity. A total of £19,376 was received during 2023. We are of course very grateful that people make a bequest to The Friends when making their wills. We can assure their families that 100% of the money received by the Friends is spent wisely and with care in support of hospital services within Rugby.



Special mention should once again be made of a few teams of volunteers, who make a particular contribution in raising funds for the charity:

The social fundraising team, led by Tracey Lennard put on a variety of fabulous social events during the calendar year, raising £17,824 (whilst at the same time having a great deal of fun).

The Tea Bar and Ward Trolley Service team, led by Elizabeth Burnett, were able to dramatically increase the level of their services during the year. These services generated a profit of £11,416 – almost double the 2022 level.

Book Sales generated an income of £1,344, and with the introduction of new, more secure collection boxes, we anticipate that this will be significantly increased in 2024. We are grateful for the considerable efforts of Pauline Masterman and her team of volunteers in this regard.

The funds raised by the charity, have of course been used funding gifts for the hospital to satisfy our aims. This year this totalled an impressive £167,300. The largest items of expenditure included a new ultrasound machine for the Fern Unit (£69,470); 10 Operating Theatre Trolleys for Cedar Ward (£39,824); signage for Endoscopy (£19,413) and various items for the Laurel Unit (totalling £18,562).

The costs of operating the charity are funded entirely out of earned income (Tea Bar, Ward Trolley, interest and dividends), meaning that 100% of donations are dedicated to supporting services within the hospital.

The running costs this year totalled £9,520 including the cost of volunteer uniforms (£2,851); the cost of running the website, emails and IT resources (£2,140); the examination of the annual accounts (£1,008) and insurance (£995). As you will no doubt know, we have no paid employees, so the administrative and governance costs are limited to those items essential to the smooth running of the charity.

It is worth noting that probably the most significant contribution to the life of the hospital and its patients doesn't appear in these financial statements. This is the contribution made by volunteers who support the variety of services within the hospital, and vastly improve the patient experience. We are indebted to you all.

*Brian Cheney - Treasurer*



## 4. Accounts for the period 1st January 2023 to 31st December 2023

### Friends of St Cross Hospital - income and expenditure statement from 1st January 2023 to 31st December 2023

<u>Income and Expenditure</u>	Note	Year end 31-Dec-23	Year end 31-Dec-22
<b>Income</b>			
Voluntary income			
	Donations	1 43,758	76,732
	Legacies	2 19,376	48,294
Fund raising income			
	Social fundraising	3 17,824	13,654
	Public Fundraising	3 0	378
Investment income			
	Bank & Building Society interest	4 2,153	746
	Dividends	4 4,585	4,450
Trading income			
	Tea bar & Ward Trolley Service	5 11,416	5,928
	<b>Income total</b>	<b>99,112</b>	<b>150,182</b>
<b>Expenditure</b>			
Charitable expenditure			
	Total gifts purchased	6 167,300	51,756
	Total gifts in progress (reversed in 2022 if not spent)	6 0	-11,469
Support costs			
	Administration and support	7 6,985	6,000
<u>Governance costs</u>			
	Subscription to Attend (includes insurance) & AGM expenses	8 2,535	2,527
	<b>Expenditure total</b>	<b>176,820</b>	<b>48,814</b>
Movement in value of equity investments	11	-1,464	-7,065
	<b>Net incoming/outgoing resources for the year</b>	<b>-79,172</b>	<b>94,303</b>
	<b>Balance brought forward at 1st January</b>	<b>401,627</b>	<b>307,324</b>
	<b>Balance carried forward at 31st December</b>	<b>322,455</b>	<b>401,627</b>
<b><u>Statement of financial position at 31st December 2023</u></b>			
<b>Current assets</b>			
	Nat West Bank current account	36,147	147,890
	Unity Bank current account	34,271	83,696
	Coventry Building Society Charities Account	85,000	85,000
	Hinckley & Rugby Building Society	85,000	0
	M&G Charifund investment account	68,403	70,049
	BLK Charities UK Bond Fund A Inc	8,809	8,666
	Blackrock Charities Growth and Income Fund Class A	4,705	4,666
	Cash in hand	120	1,660
	<b>Total assets</b>	<b>322,455</b>	<b>401,627</b>
<b>Outstanding liabilities</b>			
	Gift purchases ordered/invoiced, payments not cleared at year end	0	0
	<b>Net current assets</b>	<b>322,455</b>	<b>401,627</b>
<b>Funds</b>			
	Instant Access Funds	9 154,051	318,246
	Funds with 90 days' notice	10 85,000	0
	Funds in equity investment	81,917	83,381
	<b>Total unrestricted funds</b>	<b>320,968</b>	<b>401,627</b>
	Funds designated by donors	1,487	0
	<b>Total funds</b>	<b>322,455</b>	<b>401,627</b>



**Notes to 2023 accounts**

Note	31/12/2023	31/12/2022
<b>1 Donations</b>	<b>£</b>	<b>£</b>
Coventry Building Society ( <i>St Cross Supporters account</i> )	9,294	38,578
Hinckley & Rugby Building Society	10,000	
Organisations	6,595	19,114
In memory	3,640	3,241
Gift Aid	0	0
Individuals	1,539	10,964
Internet platforms (Virgin Money Giving, Paypal Giving etc.)	2,989	348
Book sales ( <i>stalls in St Cross and via other channels</i> )	1,344	2,650
All other donations ( <i>tea bar, collecting tins &amp; drums, regular donations</i> )	6,043	1,128
Miscellaneous ( <i>Rugby Lotto, Amazon Smile, sundry donations</i> )	2,314	709
<b>Total</b>	<b><u>43,758</u></b>	<b><u>76,732</u></b>
<b>2 Legacies</b>		
Helen Dalton Dunkley	18,829	0
Dr John Howel Jones	500	0
Margery Vida Rainbow (additional receipt)	47	0
Henry Raymond Payne	0	37,541
Brian Anthony Mitchell	0	10,239
Grace Margaret Hall	0	514
<b>Total</b>	<b><u>19,376</u></b>	<b><u>48,294</u></b>
<b>3 Fund raising (<i>net of expenses</i>)</b>		
Social fund raising	17,824	13,654
Public fund raising	0	378
<b>Total</b>	<b><u>17,824</u></b>	<b><u>14,032</u></b>
<b>4 Savings &amp; investment income</b>		
Coventry Building Society Charities instant access account	888	74
Hinckley & Rugby Building Society 90 day notice interest	1,265	0
Hodge Bank 90 day notice account interest	0	672
Dividends - M&G Charifund	4,076	3,956
Dividends - BlackRock UK Bond A	356	356
Dividends -Blackrock	153	138
<b>Total</b>	<b><u>6,738</u></b>	<b><u>5,196</u></b>
<b>5 Tea bar and Ward Trolley Service</b>		
Gross takings	30,730	15,920
Less cost of sales ( <i>all remaining stock has been written off</i> )	-19,314	-9,992
<b>Total</b>	<b><u>11,416</u></b>	<b><u>5,928</u></b>
<b>6 Gifts</b>		
Gifts & grants to NHS Trusts	166,300	50,756
Gifts in progress (including reversal)	0	-11,469
Donation to Rugby Hospital Radio	1,000	1,000
<b>Total</b>	<b><u>167,300</u></b>	<b><u>40,287</u></b>
<b>7 Administration &amp; support</b>		
Office, stationery & postage	348	1,025
Travel	284	18
Marketing	0	122
Fund raising equipment	677	367

## 5. Gift list for 2022

Item	Ward/Department	Cost £
Ultrasound Machine	Fern Unit	£ 69,470
10 x Operating Theatre Trolleys	Cedar Ward Total £41,355	£ 39,824
'Sara Steady' Sit to Stand Aid		£ 911
Rotunda Transfer Platform		£ 620
Signage	Endoscopy Unit	£ 19,413
IT Equipment	Laurel Unit Total £18,562	£ 11,080
12 x Patient Chairs		£ 2,611
Vital Signs Monitor		£ 2,335
6 x Chairs		£ 1,432
Office Desk & Chairs		£ 1,050
Radio		£ 54
Mortuary Bariatric Trolley	Mortuary	£ 4,029
Furniture for Sunflower Room	Sunflower Room	£ 3,701
Christmas Dinner (2022) for staff & volunteers	General	£ 2,400
Artwork	Hoskyn Ward	£ 1,742
Garden services for new Artwork	Total £2,332	£ 590
12 x Dementia Clocks	All Wards	£ 1,464
Donation	Rugby Hospital Radio	£ 1,000
Exercise Equipment	Cardiac Rehab	£ 885
Haircare Kits	Maple Unit	£ 850
Bingo Prizes	Ash Dialysis	£ 500
2 x Office Cupboards	Diabetes Centre Total £493	£ 353
Water filter machine		£ 85
Kettle		£ 55
Larder Fridge	Day Surgery	£ 330
Presents (vouchers) for inpatients over Christmas	General	£ 500
Flowers for planters	General	£ 16
	<b>TOTAL</b>	<b>£ 167,300</b>

The only gift in progress at the end of the year was the Christmas Dinner for staff and volunteers which will be reported in the accounts for the 2024.

## 6. Hospital Volunteer Report



Our volunteers continue to make a difference to the experience of patients, visitors and staff in an ever-widening range of services. Their smart uniforms are helping them to be recognised by visitors and staff as part of the team in the hospital.

**The notional value of the effort they delivered in 2023 was £265,000 - approximately double the average value of donations of equipment and project support that has been provided in recent years.**

The full range of services that we operate in the hospital is:-

### Bingo

Volunteers run bingo sessions in order to entertain patients while they are undergoing treatment in the Ash Dialysis Unit.

### Book Sales

A team of volunteers manage the display and sale of books, Jigsaws and other items which have been donated by supporters.

### Gardening

A team of volunteers maintain various planted areas around the hospital site.

### Holding Hands in Theatre

When a patient is having a cataract operation under local anaesthetic it is essential that they do not move as this could have a severe impact on a very delicate procedure. Volunteers who provide this service give some personal assurance to the patient throughout their visit to the hospital.

### Maple Unit

Volunteers support patients and staff in the newly opened unit which provides Chemotherapy and Haematology treatments for patients.

### Mealtime Companions

Some patients benefit from assistance with eating their food or just need a little bit of encouragement! Not all patients have relatives or friends that are available to give this support and so a team of volunteers help on several of the wards at St Cross.



## Meet and Greet

Patients and visitors come to the hospital from all over Coventry and Warwickshire, as well as Rugby, and often need help to find their way to the ward or department where they have an appointment to attend or friends and relatives they would like to visit.

Volunteers are based at the entrances to Out Patients, the Day Surgery Unit, X-Ray department and the Friends Blood Taking Unit.



## Patient Visiting (previously known as Befriending)

Some patients are elderly and do not have relatives or friends able to visit them so this service is designed to give those patients a visit to brighten their day.

Our latest recruits to the Patient Visiting team are Jess and Buddy. Buddy is a two-year-old Golden Retriever therapy dog, who is incredibly kind, gentle and loves a cuddle.

During the Festive Season we hope that this service will be expanded to offer additional support to those patients who are unfortunately in hospital at this time.

## Receipts and Distribution

Volunteers assist the team by booking in deliveries from suppliers and sorting these into stock or distributing them to appropriate wards or departments.

## Tea Bar and Ward Trolley Service

Patients waiting for their appointments in Out Patients can enjoy a cuppa and a snack at the Friends Tea Bar.



Volunteers operate a Trolley service selling

drinks, confectionery, newspapers and other items to patients and staff on the wards.

Profits from these services contribute to the operating costs of the charity.

## Ward Admin

Volunteers assist the Ward Clerks by answering the phones, filing records and a variety of other clerical tasks. This service was introduced during the pandemic and will undergo some transformation following the introduction of the Electronic Patient Record.

The services in the hospital are provided by some 170 volunteers, led by a team of service co-ordinators, and are now delivering more hours of voluntary service than ever.

We continue to recruit volunteers from across the community and have increased the number of sixth form students from local schools who wish to pursue a career in medicine.

*Willy Goldschmidt and Doug Jones*

## 7. Social fundraising Report



At the last AGM I reported on the social fundraising activities for the five social events held between November 2022 and July 2023. These were the events held between each AGM.

This report covers those events held during the financial year ending 31st December 2023 and a brief look at those planned for the current year.

In March 2023 a Race Night was held at Castle Keep. This was very well attended and facilitated by Glen Staite-Loveridge and his team of bookies in what was agreed by all to be a fun and entertaining evening which raised £3,878. Glen is now a very welcome member of the Social Fundraising committee.

James Gordon and his bride Lucy held their wedding reception at Castle Keep in April 2023. All profits from the reception bar plus a wonderful donation from the Happy Couple contributed to an excellent and very much appreciated donation of £1,000.

Tea, coffee, soft drinks and cake were all available following the Castle Farm Charity Dog Walk in May. Plenty of dogs, their owners and friends came along for the walk and £578 was raised.

The next event in July '23 was a Caribbean Night with amazing entertainment provided by Reggae Ray complimented by a Caribbean themed meal served by the wonderful Chefs Kitchen. Everyone dressed for the occasion and this well attended event raised £3,500.

***Presentation of Mayors Awards at the Friends Black Tie 2023.*** *Left to Right Doug Jones Chair, Willy Goldschmidt President, Mayor of Rugby Cllr Maggie O'Rourke and Tracey Lennard Trustee and Social Fundraising Chair.*



The final event of the year, our annual Black Tie, was held on 28th October 2023. As always, this was well attended with entertainment from local band MUVE-ON who very generously donated their time. An auction took place with some amazing lots all donated to the Friends which generated a great deal of money. The total raised on the night was £8,874.

Nearly £18,000 was raised during 2023 which went towards an additional Ultrasound Machine in the Fern Unit located in Outpatients at St Cross.

The events for 2024 have already got underway with four amazing evenings planned across the year;

- Games Show Party Night April;
- Adele Tribute Night July (due to unforeseen circumstances this was changed at the last minute to Gary Barlow Tribute Night;
- An Ibiza White Party is planned for 21st September;

- Our final event of the year will be on 2nd November when our annual Black Tie will close the year.

Huge thanks must go to all who attend the various fundraising events held and to my committee who give their time in both organising and supporting the Friends, we couldn't do it without you

*Tracey Lennard – August 2024*

## 8. Public Fundraising Report



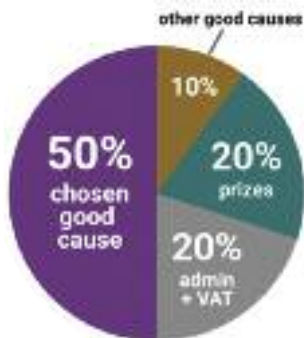
As always, every penny raised supports the work of the charity in our continued efforts to improve the patient experience and to bring new services to the Hospital of St Cross Rugby.

Whilst our long-standing relationship with the Coventry Building Society came to an end in 2023, with a final donation of £9,294 thanks to their Affinity Account holders, a new one has been established with the Hinkley & Rugby Building Society who donated £10,000. We thank all who have supported us throughout 2023.

The Rugby Lotto continues to generate an income for the Friends and since we joined on 19th June 2019 a noteworthy £3,685.00 has been raised. Obviously, the more people that take part the greater the benefit for the Friends and, if you can, please buy a ticket or two to support us and maybe win a cash prize for yourself.

Tickets in the weekly Lotto draw are only £1. That's right, unlike many other lotteries tickets are only £1 per week and 60% of every £1 ticket goes to good causes. If you nominate The Friends of the Hospital of St Cross as your chosen cause 50 pence goes to the Friends and 10 pence goes to other causes in Rugby and there's a grand prize of £25,000 if you are lucky enough to match all 6 number!! To buy a ticket just follow this link <https://www.rugbylotto.org>

Donations can also be made online by following the links on our website [www.fsx.org.uk](http://www.fsx.org.uk) or by setting up a standing order or sending a cheque sent to the office. Don't forget that if you are a tax payer and able to Gift Aid this will add 25% to your donation.



This year, we have reached out into Rugby's growing diverse communities to demonstrate the value of the Hospital of St. Cross as an investment – for improvement of patient experience, for augmenting the quality of new services and to contribute to the welfare of staff working in the hospital. Over 80 hours have been invested in personal/1-1 meetings, focus groups and participation in local community events to educate the community on the benefit of contributing to the cause. Local businesses have contributed to the purchase of raffle prizes which were used to leverage a bigger financial return. A growing number of families are

committing to setting up a standing order from as little as £2 a month, thereby committing to a sustainable/regular contribution over their lifetime.

We currently have a volunteer vacancy for someone to support Public Fundraising activity and help revitalise this important income stream for the Friends. If you think that you could help in this respect we'd love to hear from you.

*Doug Jones & Gita Natarajan – August 2024*

## 9. Community Co-ordinators Report



Since 2018 Hindu Swayamsevak Sangh has been involved doing Voluntary work with the Friends at The Hospital of St Cross. They painted the corridor leading from Blood Taking to the Elizabeth Chapel (2018), the Multi Faith Prayer Room (2019); the Friends of St Cross Book store (2020) Railings (2021) and cleared Gardens near the Urgent Treatment Centre (2022).

In 2023 the Sewa Group painted the hallway near the X-ray department. Mr Hitesh Lad, joint Secretary of Hindu Swayamsevak Sangh (Rugby Branch), went on to say “we are pleased to be involved doing voluntary work at St Cross and proud that our work has contributed to maintaining the hospital environment and aesthetically has made a big difference to the area. This has also helped the hospital to concentrate on maintaining the clinical areas of the hospital that are more frequently used by patients. The group will be working in partnership with the Friends of the Hospital of St Cross on other projects again this year.

Last year Willy Goldschmidt, President of The Friends of St Cross, and Sue Phelan, a volunteer at St Cross, visited the Rugby Pakistani Community Centre and the Rugby Gurudwara. A presentation on volunteering was made which was well received. Dr Jan Jayatilake, Director of Operations, Hospital of St Cross, also joined us at our visit to the Pakistani Community Centre and she talked about various health services provisions at St Cross. Those in attendance at the Pakistani Community centre and the Sikh Gurudwara were pleased to learn about volunteering opportunities at the Hospital. It also helped to raise awareness of the health services provided by the Hospital of St Cross.



Future developments at the hospital will provide further opportunities for the community to engage with the Trust and the Friends in delivering voluntary services and making the Hospital of St Cross a better health centre for all.

*Ramesh Srivastava, Community Liaison Lead*

## 10. Hospital Report



This year has been a big year for the Hospital of St Cross, as part of University Hospitals of Coventry and Warwickshire (UHCW) NHS Trust, in moving closer to the ambition to be a regional centre of excellence in the provision of planned care, in the heart of the Rugby community. The Trust's organisational strategy 'More than a Hospital' has a strong focus on delivering the very best outcomes for communities, working in collaboration with many partners to deliver high quality care to residents. The partnership with the Friends of St Cross is a vital and thriving collaboration, where your direct support makes a difference to the experiences of services, for both patients and staff.

### Key Trust developments

Reflecting on this past year, it has been a navigation of opportunities, that ultimately, along the journey, moves us closer to delivering integrated services, building centres of excellence for some of our tertiary services, enabling service sustainability and expediting opportunities to enhance research, innovation, and teaching, whilst valuing and enabling our people and local communities.

This year saw the biggest change process for the entire Trust, in the adoption of an Electronic Patient Record (EPR), which allows clinical teams to access more integrated patient health notes, for clinical management. This was a huge undertaking, which has taken four years in planning and preparation. The new EPR went live at the Hospital of St Cross on Monday 17th June. The Friends played a key role in the go live, both in navigating and supporting patients during this period, and even undertaking navigator support roles at night and weekends, whilst staff learned how to use the new system. I had the pleasure of being briefed and debriefed by Bob during some of these shifts in the control room, and it was always a pleasure to gather partnership perspectives, to ensure we are always learning and improving.



As part of our valued partnership with the Friends, we recently conducted a joint session involving the Project Management Office to reflect on recent developments such as the move of the breast care service and how we continue to integrate care and further strengthen delivery and benefits realisation.

### Key Site Developments

The next three years will be a very exciting time for the Hospital, with the start of a planned redevelopment and expansion of the site. Phase one is the proposed build of a new theatre and



ward block, housing four new theatres and two 24 bed wards. This forms part of a Development Control Plan (DCP), a wider programme of work for the development of the whole site over the next 10-15 years, with the desired outcome of creating facilities that support the vision of the site being an Elective hub (see below). We are working with a Strategic Partner, Health Spaces on the DCP, that focusses on improved navigation and flow around the site, including the proposed creation of a front entrance, with a range of additional facilities.

Operationally, this year we saw the official opening of a number of services, which included the Fern Unit as an outpatient ultrasound service, the new audiology hearing booth as an improved service development and the completion of the new Endoscopy build, as part of the community diagnostics expansion programme, to deliver greater access to diagnostic services and support the bowel cancer screening programme across the region. The Hospital was also formally accredited as a 'Get it Right First Time' Elective Surgical Hub, following an extensive review and assessment of the whole elective pathway by NHS England, scoring against a national criteria specification. This is a significant achievement for the Hospital and it becomes one of two elective hubs in the County.



In the Trust's journey towards net zero, the installation of solar panels, air source heating pumps and a districting heating system has reduced the need for natural gas as part of the decarbonisation plan. This has led to reduced carbon emissions by 678 tonnes per annum. The solar panels generated 118,050kWh's in the last financial year, further reducing costs. The Hospital of St Cross has done amazingly well in its journey towards a more sustainable future, in line with national targets.

## Key Staff and service celebrations

The Hospital of St Cross celebrates its staff and volunteers' achievements on a weekly basis through the St Cross Word, Trust communications, and departmental huddles. However, it would be remiss of me to not mention special awards for Oak Ward Clerk, Hayley Golarits who won a highly competitive Outstanding Service and Care Award (OSCA) for supporting the delivery of

care, while the Volunteer Ward Admin Team on the Hoskyn Ward were runners up in the Volunteer of the Year category.

We are also so proud of Ward Manager Sorna Thomas, who won the prestigious Florence Nightingale award, and the Mulberry Ward who won the silver accreditation award.

The Orthopaedic and Therapy team at the Hospital of St Cross won first place in a 'Centre for Care Excellence Symposium' in the poster competition showcasing practice excellence. Giving preoperative therapy advice in a check and consent clinic to patients planning to undergo primary hip or knee operations resulted in 24% of patients being discharged as a day case, allowing them to recuperate at home.



We hosted several VIP visits in the last 12 months, including former Health Secretary Steve Barclay, who visited the new Endoscopy Unit and saw how robotic surgery is transforming hip and knee replacements in Rugby. Other visitors included Will Quince, the former Health Minister for Secondary Care Hospitals, Mark Pawsey, the former MP for Rugby, the Mayor of Rugby Councillor Maggie O'Rourke and the former High Sheriff of Warwickshire Sophie Hilleary.

I would like to take this opportunity to formally introduce and welcome Sue Noyes, as our new Trust Chair. Sue, who has strong ties to Rugby, has already started undertaking specific focus visits at the Hospital of St Cross and will be meeting staff and volunteers alike, over the coming year.

I wish to formally thank our previous Trust Chair, Dame Stella Manzie, who retired last year. Stella was an ardent advocate for the Hospital of St Cross and supported the VIP visits, the volunteers and NHS birthday tea parties. I have included some photos of her cutting the ribbon at the 75th NHS tea party celebrations. I would also like to thank colleagues from our Operations, Estates and Facilities teams, who worked hard on a voluntary basis, to dig out our memorabilia from the archives and showcase the Hospital of St Cross through the ages.

Finally, I would like to end by formally thanking the Friends of St Cross. Your unwavering support and passion for ensuring our communities are supported is an exemplar example of partnership working. Your support makes a difference to staff and patients every day. On behalf of the teams locally, and as a representative of the Trust, I sincerely thank you for your dedication, generosity and kindness and look forward to our partnership flourishing further, as we collectively enter new and exciting times at the Hospital of St Cross.

## NHS 75th Birthday celebrations - July 5th 2024 'A memory walk of the history of St Cross'



*Dr Jan Jayatilake, Hospital Director – August 2024*



## THE MAYOR'S SPECIAL APPRECIATION AWARD

Awarded to

*The Trustees of the Friends of  
the Hospital of St Cross*

In recognition of the outstanding  
support for Rugby's Hospital of St Cross and the  
residents it serves

*Maggie O'Rourke*

Councillor Mrs Maggie O'Rourke  
Mayor of Rugby  
2023/24

