



The Friends of the Hospital of St Cross Annual Report for 2018



Presented to the Annual General Meeting
on 26th June 2019

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Registered Charity number 218485



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Acknowledgements

The majority of photographs throughout this report were taken by the following Friends Volunteers - Bob Mercer, Navin Mistry and Eddie White.

Design of this report has been undertaken by The Printing Works
Thank you.

The cover photo is of the donation of Paediatric toys for the Community Service – see the Board report for more information on this.

Letter from the President



Dear Friends

A warm welcome to our 64th Annual General Meeting.

An exceptional year for us and if you look at our Gift List for 2018 you will realise that £230, 282 is over twice the amount we normally donate to St Cross, community and mental health services. The Friends benefitted from 3 large legacies last year that enabled us to purchase more equipment.

Rugby people donate money to the Friends because they are confident that we can be trusted to spend their money wisely to support our local health services.

Through our governance policies we guarantee that 100% of any money donated to the Friends actually reaches the hospital. The Trustees and volunteers do not receive any payment for the work they provide.

This is a powerful message to everyone in Rugby and I hope it will encourage more people to consider leaving money to the Friends when making their Will.

Our volunteers continue to provide an excellent service and all our Trustees have worked hard in guiding our charity throughout the year.

We have an excellent working relationship with hospital management and it is through them that we are guided in all the equipment we purchase. For the more expensive items a full presentation is provided on why and how the equipment will be used to help the hospital and improve the patient experience.

My sincere thanks to everyone whether you are a volunteer, a Trustee or a supporter, your ongoing help is most valuable for the future of our charity which continues to go from strength to strength.

Yours sincerely
Mike Rigby, President

Report of the Board of Trustees – 2018



2018 was another great year for the Charity as we helped the Trust bring two new services to the Hospital of St Cross as well as continuing to donate equipment and support projects which enhance the patient experience.

Following on from the creation of the Flexible Outpatient Cystoscopy Urogynaecology Service (FOCUS) in 2017, the Women and Children's service now offers a diagnostic Hysteroscopy Service in the Owen Building and the Children's Out-patient department is now more child friendly with installation of a buggy park and play area as well as provision of specialist equipment for the unit.



Our biggest contribution for 2018 was the support we gave to the creation of the Complex Sleep Studies unit which is an in-patient facility for people suffering a wide range of sleep disorders. Until the unit was

opened patients could wait up to a year for a diagnosis of their ailments and have to travel to Cambridge or Birmingham. The service is now well established and is attracting patients from a wide area across the West Midlands.

Just as important have been the many smaller donations made to the hospital which include a shockwave unit which treats patients with chronic severe hip pain which cannot be resolved by surgery, A specialist freezer is used to rapidly stabilise bloods samples for testing as part of the various research trials undertaken in the Macular unit and Little things such as hairdressing equipment and a DVD player make a difference for patients in Mulberry and Hoskyn Wards.



Children with autistic spectrum disorders and complex needs are benefiting from the latest donation of Paediatric toys to the Community Service at the Orchard Centre. These provide a wider range of therapy activities for children and help inform parents in how to support their children's language and communication by developing strategies that include commenting and gesturing alongside play.

Patients recovering from a stroke or brain injury can now benefit from specialist rehabilitation services using a muscle stimulator at home. This is a new service for patients in Rugby and is part of an Early Discharge Team initiative.



At the AGM last year the Mayor of Rugby, Councillor Tom Mahoney, presented the charity with a Simple Thank You Certificate. He followed this up with a string of visits to the hospital where he met some of

our volunteers and presented more certificates to the teams in The Friends Blood Taking Unit, both the Main and Children's Out Patients departments and the Bowel Cancer Screening Hub. He rounded off 2018 by joining the Long Lawford Community Choir as they sang carols in the wards on Christmas Day as part of our second Festive Befriending Programme.

Also reported at last year's AGM was that Doris Froggatt was recognised with the Long Service Volunteer of the year award at the Pride of Rugby Celebrations. This may our run of successful nominations continued with John Lynch, pictured at a retirement party thrown by the theatre team, receiving the same award for which Maureen West was also nominated!



We continue to enjoy strong support from all corners of the community. We received another fantastic donation from Coventry Building Society, thanks to the support and generosity of its members. The cheque this year was for a massive £25,583 which was £1,674 up from the previous



year taking the grand total to date to an amazing £241,876!

Our friends from the Hindu Swayamsevak Sangh (UK) – Rugby branch returned to St Cross on Sewa Day in October and gave the Friends office and book store a much needed coat of paint! Granny Wolf and the Rugby Biker / Triker

Charity group roared up to the hospital at Christmas to make another donation. We continued to receive much valued support from the Ladies of Hanover Gardens, the Merchant’s Inn and many many more.

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



***Thank you all.
Willy Goldschmidt, Chairman.***



Treasurer's Report



I am very pleased to be able to report an outstandingly successful year for the Friends, in which our income rose to £305,122 from £106,778 in 2017. This result was greatly enhanced by a number of legacies, which in total generated £198,936, quite probably a record amount.

Our other income streams also all performed well, with the total received from fund raising and donations being £106,186, 15.6% ahead of the equivalent amounts in 2017.

This influx of cash enabled us to commit to spending a total of £230,282 on gifts. This was made up of £208,707 drawn from the bank during the year and cheques to the value of £21,575 not presented by the year end. This was double the expenditure in the previous year, whilst also increasing our total assets by approaching £75,000 to £373,360, at the year end.

The gifts list for 2018 forms part of our annual report, but noteworthy among the projects supported were £82,289 for equipment for the Gynaecology Department, £80,132 for the completion of the new Complex Sleep Studies Unit, and £18,612 for the completion of the Paediatric Outpatients Department upgrade, begun in 2017.

As a board, our policy is to keep at least one year's average expenditure in accessible cash, whilst also maintaining a working balance in our current account to meet day to day outgoings: you will note that our current reserves exceed this amount. This availability of extra funds has enabled us to set aside £200,000 for a major project to bring another



new service to St Cross. The project will be funded jointly with the UHCW Charity, and we hope to announce details in the next few months.

You will not need reminding that pressure on the NHS to provide more and more with their available funding never ceases, and this does mean that we receive requests for equipment which in days gone by would have been “must have”, in other words met by NHS budgets, rather than “nice to have” and thus met by us wherever we could. Whilst it is tempting to push back on such requests, the plain truth is that if we do not meet them where we can, patients will probably go without core equipment or services, to the ultimate detriment of us all.

Please therefore when making or reviewing your wills think of the Friends of St Cross, and if you feel able do so, remember us with whatever you feel you can justify, given family and other commitments. Bequests are a fluctuating but important part of our income, and we are most grateful for the foresight and generosity of those who have left us money. In exchange, we do commit to spending every penny you leave us on providing essential items of equipment for the Hospital, for the benefit of the people of Rugby and the surrounding areas.

Thanks to all for their contributions to our charity, in whatever way they support us: the relevance of our organisation, and our similar sister organisations supporting hospitals elsewhere in the country, is even greater than it ever was, in times of ongoing austerity.

David Roberts, Treasurer

Statement of accounts

Friends of St Cross Hospital - Income and Expenditure statement from 1st January 2018 to 31st December 2018

CATEGORY	NOTE	YEAR END		
		31-DEC -18	31-DEC -17	
INCOME				
Voluntary income				
	Donations	1	83,392	51,388
	Legacies	2	198,936	14,902
Fund raising activity				
	Collections	3	3,415	3,670
	Fund Raising	4	12,558	20,656
Investment income				
	Bank & Building Society interest	5	1,497	419
	Dividends	5	2,449	822
	Capital reduction in M&G Charifund investment	5	-6,779	928
Income from trading activities				
	Tea bar	6	9,631	8,994
Miscellaneous income				
	Sale of items on ebay		23	5,000
	Income total		305,122	106,778
EXPENDITURE				
Charitable expenditure				
	Total gifts purchased	7	208,707	115,123
Support costs				
	Administration and support	8	2,801	3,868
Governance costs				
	Subscription to Attend (includes insurance) & AGM expenses		945	925
	Expenditure total		212,453	119,916
Net incoming/outgoing resources for the year			92,669	-13,138
Balance brought forward at 1st January			300,719	312,403
Balance carried forward at 31st December			393,388	299,265
	add back 2017 accrual		1,547	3,001
	deduct 2018 accrual		-21,575	-1,547
	Total		373,360	300,719

Statement of financial position at 31st December 2018

CURRENT ASSETS

Nat West Bank current account	240,641	81,253
Skipton Building Society Community Saver account	25,000	85,000
Hodge Bank 90 day notice account	85,000	85,000
M&G Charifund investment account	44,149	50,928
Cash in hand (tea bar floats & till)	145	85
Total assets	394,935	302,266

OUTSTANDING LIABILITIES

Gift purchases invoiced, payments not cleared at year end	-21,575	-1,547
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Net cash balance

373,360 **300,719**

Unrestricted funds	205,752	149,230
Funds with instant access	25,000	0
Funds with 90 days' notice	85,000	85,000
Funds in equity investment	44,149	50,928
Funds designated by donors	13,459	15,561
Total	373,360	300,719

Notes to 2018 accounts

Note

1 Donations

	amount £
Individuals	7,774
Other organisations	8,330
In memory	2,557
Rugby Group Benevolent Fund	25,000
Coventry Building Society	25,583
Book stalls in St Cross	5,082
My Donate donations platform	503
All other donations	4,095
Gift Aid	4,468
Total	83,392

2 Legacies

Elsie Huntley	30,000
Joyce Baugh	20,000
Valerie Prime	10,791
Olive Radford	138,145
Total	198,936

3	Collections	
	House to house	2,612
	At supermarkets	803
	Total	3,415
4	Fund raising (net of expenses)	
	Public fund raising	1,506
	Social fund raising	8,752
	Christmas raffle	2,300
	Total	12,558
5	Savings & investment income	
	Skipton Building Society instant access account interest	562
	Hodge Bank 90 day access account interest	935
	Dividends - M&G Charifund	2,449
	Capital reduction in M&G Charifund	-6,779
	Total	-2,833
6	Tea bar	
	Gross takings	16,367
	Less cost of sales	-6,735
	Total	9,631
7	Gifts	
	Gifts & grants to NHS Trusts	207,707
	Donation to Rugby Hospital Radio	1,000
	Total	208,707
8	Administration & support	
	Printing	0
	Office, stationery & postage	416
	Travel expenses	605
	Marketing	1,006
	Fund raising equipment	456
	Miscellaneous & sundries	319
	Total	2,801

Gift List for 2018

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

Ward/department	Item	Cost £
Projects		
Gynaecology	Hysteroscopy & related equipment	82,288.66
Sleep Studies Unit	Fit out and equip new unit	80,132.21
Paediatric Outpatients Unit	Completion of project started in 2017	18,611.50
Other gifts		
Bariatric Treatment Service	Bariatric treatment equipment	12,953.91
Hip Preservation Service	Non-invasive treatment equipment	11,518.65
All wards	Fall mats	5,319.60
Urgent Care Centre	Furniture	4,889.88
All wards	Free-standing fans	3,499.90
All wards	Staff lockers	3,301.20
All wards - Good Times Project	Staff costs - Rugby Art Gallery	1,200.00
Nutrition and Diabetes Service	High capacity chair	1,032.00
Rugby Hospital Radio	Annual donation	1,000.00
Dermatology	Dermatoscope	841.20
Stroke Physiotherapy	Microstimulator	570.00
All wards	Christmas trees and decorations, etc	509.76
Dermatology	Trolley & trays	505.26
Macular Unit	Freezer	424.77
Ash ward	Bingo prizes	285.02
Hoskyn ward	Fridge	279.00
All wards	Art & craft materials	247.19
Day Surgery	High back chairs for help desk	194.40
Tea bar	2 stools for tea bar staff	159.98
Day Surgery	Stacking armchairs for waiting area	156.80
Octopus Centre	Decorating rooms	136.41
Mulberry ward	DVD player	119.98
Hoskyn ward	Hair care equipment	54.98
Mulberry and Oak wards	Float for teas	50.00
Total:		230,282.26

Service Co-Ordinators' Report



The enthusiasm shown by our volunteers is second to none and it is a pleasure to see how they collectively improve the patient experience and make everyone proud of our local hospital.

Last year our Befriending Service was reorganised and over 11 days of Christmas and the New Year our Festive Befriending Service was brought into play again with substantial support from people in Rugby. The theme that 'Nobody should be alone at Christmas' makes this a popular service.

Over 50% of our volunteers help run the important Tea Bar and Help Desk services and these are the people you are most likely to meet when visiting St Cross. I am confident you will find them most helpful.

Bingo callers for Ash Dialysis continue to be a popular service as does Holding Hands in Theatre for the Cataract services. We always need more volunteers for Patient Surveys or Meal time Companions and if this is an area of interest to you please contact us, you will be made most welcome.

In January 2019, with the help of ISS and 18 dedicated volunteers, a new Ward Trolley Service was introduced. The trolley starts from the restaurant and visits all the wards in St Cross giving patients the opportunity to buy newspapers, sweets, drinks or sundry toiletries. So far it is proving most popular particularly as it gives patients the chance to buy a newspaper each morning.

Should you be thinking of volunteering please contact us to discuss the opportunities we have available as I am sure I can find something that will be of interest to you.

Mike Rigby,
Service Co-ordinator



Life Members

At the AGM we will honour and thank 5 new life members who have served the Charity for 15 years.

Mollie Ball and Valerie Naylor are members of the Tea Bar team

Mike Whittaker serves on both the Tea Bar and Helpdesk

Helene Shears is a member of the Help Desk team

Sue Jones is a long serving member of the Social Fundraising Committee

They will bring the number of Life Members who are still active volunteers up to an amazing total of 31. We thank them all for their dedication and invaluable contribution to the Charity and the Hospital.

Social Fundraising Report

In 2018, my fund-raising sub-committee staged just two events – A Taste of Latin America and our Midsummer Ball – because, once again, I was busy becoming a grandmother; this time to two beautiful new grand-daughters!



In addition to our 2018 events, we also lent a hand to my daughter, Samantha, who held her first Castle Farm Equestrian Open Day, generously donating the money she raised, to our 2018 total. Held at Castle Farm, in January, Samantha's Open Day featured demonstrations by local Animal Reiki Master, Sara Coppin, Veterinary Physiotherapist, Halina Tombs, and Walnut Hill Equine Veterinary Clinic, as well as stalls, refreshments and delicious bacon rolls, which were donated by Iain Enticott of Chef's Kitchen. Including ticket sales, raffle and refreshment profits, Samantha's Open day raised an amazing £1,222.

In April we held A Taste of Latin America at The Tuning Fork, a new restaurant, at Houlton. Attended by over 70 people, and featuring entertainment by Rugby's own Rochelle Frost, a delicious Latin American supper – created by The Tuning Fork's own chefs – a flight of wines, from

Cana Wines of Leamington, and a raffle, A Taste of Latin America raised £896.



Held at Castle Farm, on Saturday 16th June, the Midsummer Ball – our annual black-tie dinner and dance - featured Coventry band The Upsiders, plus the talented Rochelle Frost, a delightful menu by Chef's Kitchen, table decorations by Janet Mawby, a floor-filling disco by Mark Homer, a popular auction and prize raffle, and raised an incredible £6580.

These three events, plus a donation of £54 from Interesting Theatre, who supported us by holding a 'Friends night' during the run of their production of Evita at Avon Valley School – meant that, in 2018, we raised a grand total of £8,752 for Friends' funds.

Tracey Lennard, Social Fund Raising



Public Fundraising Report

The calendar of events for 2018 was once again a varied programme of events, many of which have become annual features of the fundraising activities. The Friends have also benefitted from a number of organisations who have held events and donated their profits, collections taken at funerals as well as donations given when trustees have been to give talks about the work of the Friends to local groups.

The Hanover Gardens residents continue to organise a number of events and a big thank you for all the support and work they do each year.



Street collections were held in April and tin collections at local supermarkets in July and October.

In May, the "Wine or Water" stall at the Rotary Spring Fair sold out in record time benefitting from the hottest May Bank Holiday on record.



In October Kris Starkey was the Quiz Master at the annual Quiz Evening. There was a donation from the ticket sales for "Evita" at Avon Valley School.

Our Christmas activities included selling a range of Christmas themed books, card and gifts in Outpatients as well as the very

successful annual Christmas Raffle.

Book and jigsaw sales are organised by Pauline Masterman and I extend our thanks and appreciation to her and her team of helpers for the work they do. The funds raised by these sales increases each year.

I would like to thank all those organisations and local businesses who have supported the Friends in 2018 by donating monies and raffle prizes for our many events, by having collecting tins in their businesses.

Belinda Garcia has become a trustee and is now taking a major role in supporting and organising activities and I would like to thank her for her energy and new ideas for fundraising. However, many of the activities need more volunteers to help, so please step forward and offer an hour or two of your time to help with running an event or just holding a collecting tin before you do your shopping in the supermarket.

Kathryn Lawrence, Public Fund Raising

Hospital Report



All at the UHCW Trust are proud of the amazing work that all of our staff and Volunteers do for our patients at the Hospital of St Cross in Rugby. In August 2018, the Care Quality Commission (CQC) published its latest inspection report into the Hospital of St Cross and UHCW as a whole. St Cross maintained its rating of 'Good' overall. The inspectors found the hospital had improved in a number of areas since they last visited three years before that and were particularly pleased to see that staff were recognised, within the report, to be caring for patients with respect and compassion and that the feedback from patients during the inspection was very positive. Our challenge now is to continue to build on that solid foundation and 'wow' the inspectors when they come back again in this summer. Our hope and plans are to build on this and achieve a mark of 'Outstanding' for St Cross. We would all agree that this would be a fantastic achievement for our community, patients and staff.

The Hospital of St Cross Rugby has benefitted enormously from the Friends donations over the last year. All projects have contributed greatly to improving the patients experience. I know that the management team

took great pleasure in showing the Mayor of Rugby around the services on site and hear him say a personal thank you to our staff and volunteers. People are often surprised at the range of services that we are now able to offer at the hospital. We hope in the coming months to be able to publicise some more of these developments, such as the Vascular access procedures for renal patients which are now undertaken in theatre at St Cross for the first time ever, with a wider audience. One of the ways in which we hope to share the developments is through the use of social media. We were really pleased earlier this year when our new Twitter page for our Rehabilitation wards, Oak and Mulberry went live “@uhcw_stx_rugbyrehab”. I would encourage those of you who are Twitter savvy to take a look at the great work the teams are doing.



During the winter of 2018/19, UHCW underwent a management restructure. As part of this restructure, Juliet Starkey was appointed as a Group Manager for the new Trauma and Neuro Services Clinical Group, which has a large presence in Rugby. Juliet has worked as the Group Manager for the Hospital of St Cross Rugby for many years and has contributed so much to the pursuit of excellence. I know that she has worked closely with the Friends throughout her time at St Cross.

I was delighted and excited to be appointed as the Hospital of St Cross Site Manager in April 2019. I am a Registered Nurse with over 32 years’

experience in nursing and healthcare management. I am really looking forward to working with the Friends and serving the patients and residents of Rugby.

Thank you for your continued support. Your dedication makes a huge difference!

Janine Beddow, Hospital of St Cross Site Manager.





Save and support with Coventry Building Society

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

Call into Rugby branch or call

0800 121 8899

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

Information correct as at June 2019.

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