

**friends of
crowborough hospital**

Annual Reception 2002

**Wednesday 25th
September 2002**

at the

**Day Care Centre
Crowborough Hospital**



CARING AT THE HEART OF THE COMMUNITY

Friends of Crowborough Hospital Evening Reception

*Wednesday 25th September 2002
Day Care Centre 7:30 pm*

Nibbles & Wine

Welcome & Introductions

Annual Business

President's Report

Treasurer's Report

Committee Elections

Minor Injuries Unit - Dr Julian Webb

Any Other Business

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Friends of Crowborough Hospital

Patron

Rt. Hon. Sir Geoffrey Johnson Smith DL

Executive Committee

Vice Patron

President

Vice President

Chairman

Vice Chairman

Treasurer

Officers & Committee Members at 25th September 2002

Vice Patrons	Dr John Amsden Elliott Dr Colin Ruck Dr Allan Winter		
President	Mrs Chantal Wilson	§	Tel 654033
Vice President	Mr Russell Wakefield		Tel 661133
Chairman	Dr Duncan Watney		Tel 661102
Vice Chairman	Mrs Ros Marriott	§	Tel 662892
Treasurer	Mr Terry Moon		Tel 664211
Fête Committee Chairman	Mrs Ros Marriott		Tel 662892

General Committee (Elected Members)

Mr Derrick Bedwell		Tel 661535
Mrs Miriam Boobier		Tel 662780
Mr Norman Connolly	§	Tel 661017
Mrs Hilary Wakefield		Tel 661133
Mrs Pam Wickins		Tel 655386
Mr Mike Eldred		Tel 654234
Mr Richard Hallett		Tel 668893

General Committee (Non-Elected Representative Members)

Mrs Eva Merry	Tel 652284
Hospital Manager	
Dr Katherine Stokes	
GP Representative	

§ resigning by rotation

FRIENDS OF CROWBOROUGH HOSPITAL

MINUTES OF ANNUAL GENERAL MEETING

Thursday 27th September 2001

Day Care Centre, Crowborough Hospital

Welcome

The President welcomed everyone to the meeting and was pleased to see many new faces. She particularly welcomed Sir Geoffrey Johnson Smith to the meeting. The President asked for a minute's silence in memory of Alison Bedwell, a long standing General Committee Member who had been killed in a car accident in July, and who will be greatly missed. Gratitude was expressed to Derrick Bedwell for attending the meeting.

Appointment of Patron

The Chairman informed the meeting that although there were no formal procedures, the Friends would like to appoint a new Patron. Dr Colin Ruck explained to the meeting that Lady Abergavenny had moved to Winchester to be near her daughter and was in failing health. It had been suggested to her that she become 'Founder Patron' and that a new Patron be appointed in parallel. Lady Abergavenny was in full agreement and the General Committee had approached Sir Geoffrey Johnson Smith with an invitation to become our Patron. The Chairman asked the meeting to endorse the General Committee's recommendation that Sir Geoffrey Johnson Smith be appointed. Those present unanimously agreed this and Sir Geoffrey Johnson Smith was duly appointed and welcomed as our new Patron

Official Opening of Conservatory

Sir Geoffrey thanked the Chairman and said he looked forward to working with all those involved in the hospital and with the Friends, many of whom he knew from his involvement in helping to keep the hospital open during the 1990s. He mentioned that his wife, Lady Jean, and his sons were all in the medical profession and he was well aware of the teamwork involved in running a hospital. He was delighted to be appointed Patron and said it was a pleasure to follow in Lady Abergavenny's footsteps. He paid a warm tribute to the dedicated work that Lady Abergavenny had devoted to the Friends, over many years.

Jackie Hughes from the Day Care Centre informed those present that the need for the new

conservatory arose because they now had a greater number of frail and elderly clients and many now used wheelchairs that took up a lot of space. Money had been raised from fundraising events, gifts from clients and from the Crowborough Lions Organisation to make this possible.

Sir Geoffrey officially opened the conservatory by unveiling a plaque.

AGM

The President informed those present that apologies had been received from 41 people.

The Minutes of last year's AGM were proposed by Ros Marriott and seconded by Russell Wakefield. Thanks were made to Russell Wakefield for producing the Annual Report booklet and for the photos of the fete, which had been shown at the beginning of the evening.

The President spoke briefly to her report in which she highlighted the Friends' office that was ably run by Mary Holmes assisted by Maureen Bagwell and Sue Westell.

Gwen Knight had retired from the Hospital Shop after many years and special mention was also made of Barbara Dixon who was still involved with the shop in a lead role. Thanks were offered to all the volunteers who work in the shop.

Thanks were made to Ros Marriott for organising an excellent Fete, back at the hospital this year and to Chris Salvage, who regularly allows the Friends to use the Birthing Centre Seminar Room for meetings.

The President said that Crowborough Hospital was a "jewel in the crown" for the new Sussex Downs and Weald Primary Care Trust and she looked forward to greater community involvement with this new Trust. On behalf of the Friends' she thanked Geoffrey Williams and Stephanie Parkes-Crick of Eastbourne and County Healthcare NHS Trust for their past support. The redeveloped hospital will be to their lasting credit.

Treasurer's Report

The Treasurer referred to the accounts as shown on pages 5 & 6 of the Friends' Annual Report and quoting from the original accounts prepared and audited by DF Puttock & Co, Chartered Accountants he confirmed a surplus for the year amounting to £70044.50. The contributions made by the Fete, Shop, Day Care Centre Committee and Appeal office were all acknowledged and details were provided of the equipment purchased for the hospital during the period. The Treasurer highlighted the note to the accounts which indicates the donation of £75000 made to Eastbourne and County Healthcare Trust on 21 May 2001 being a reduction in our commitment to our contribution to the rebuilding costs. He confirmed this payment was held over to the new financial year specifically at the request of the Trust.

However a typographical error was noted and corrections were made as follows in accordance with the Auditor's original copy which was available at the meeting.

Income & Expenditure Account-

Year Ended 31.3.01

Excess of Income over Expenditure

Should read £ 70044.50

And not as printed £(48073.14)

Year Ended 31.3.00

Excess of Expenditure over Income

Should read £(48073.14)

And not as printed £(114088.52)

Balance Sheet-

Year Ended 31.3.01

Excess of Income over Expenditure for the Period

Should read £ 70044.50

And not as printed

Excess of Expenditure over Income for the Period £(70044.50)

The corrected accounts are appended.

Following a full explanation of the above, which was confirmed to the meeting by DF Puttock FCA, adoption of the accounts as amended was proposed by Duncan Watney and seconded by Clive Wilson.

The Treasurer reported that Mr Puttock had indicated his agreement to continue as honorary auditor and this was proposed by Richard Hallett and seconded by John Routh.

Rt Hon Sir Geoffrey Johnson Smith DL, Patron, assisted the Treasurer in making a presentation to Mr Puttock in acknowledgement of his invaluable professional counsel and support as honorary auditor stretching back over a period of more than 25 years.

Election of committee members

Mrs Pam Wickins was the only committee member who was due for re-election this year. She confirmed her willingness to be re-elected. Proposed by Mrs Sheila Winter, seconded by Christian Lanzer.

Any Other Business

There was no other business.

Birth Centres in the UK - A Presentation

Richard Hallett gave a presentation telling the story of the Crowborough Birthing Centre and how it has become a national example of midwife led birthing units. The centre is used as a model for

those who wish to learn more about birthing centres. The Crowborough story was presented to the All Party Parliamentary Group on Maternity in July 2001 and features in the briefing paper prepared for that group. Helen O'Dell (Manager) has been involved in The National Maternity Workforce Group which we hope will include Birth Centres as part of the national service framework.

The meeting was shown a map of the 90 such units in the UK and asked to appreciate that the Crowborough Birthing Centre was playing a significant and important part in the national movement.

Date of Next AGM

To be announced

INTRODUCTION



**SIR GEOFFREY
JOHNSON SMITH**

I am delighted to have completed my first year as Patron of the Friends.

It has been quite a busy one, with various events both social and official that I have attended. I particularly enjoyed the Fete in August this year, in spite of the weather, and I also had a very enjoyable evening with the nurses and staff at the hospital in May. I have been able to attend various committee meetings of the Friends which has given me an insight to the work that goes on behind the scenes in the running of the Friends and how much hard work is done by the various committees.

An organisation such as ours relies totally on the wonderful band of volunteers at all levels to make it such a success. I would like to thank everyone who has supported the work of the Friends this year in the many different parts of the organisation.

Sir Geoffrey Johnson Smith

PRESIDENT'S ANNUAL REPORT



CHANTAL WILSON

This report for the AGM gives me the first official opportunity to welcome Dr Duncan Watney as the new chairman of the Friends, even though he has been in post since January. The Friends are most fortunate that he offered his services as he brings to our organisation new ideas, energy, leadership and a tremendous amount of experience in the charitable field. It is also very appropriate and advantageous that we now have a doctor on the executive committee of the Friends, especially one so well known in Crowborough and one who already knows the hospital so well. Duncan has hit the ground running in his new position and many of us on the Friends committee are still trying to catch up!

Richard Hallett, our former chairman, has remained on the executive committee with a rôle of liaison between the Friends and the Birthing Centre at the hospital. We are very grateful that Richard has been able to find the time to remain committed to the Friends in this way.

This year has also seen the transfer of the hospital to the Weald and South Downs Trust. This means that instead of being administered by a trust whose main focus is a big hospital, we are now administered by a trust solely concerned with primary care. As such, our hospital, along with Uckfield Hospital and the two in Lewes, is a facility that not all Primary Care Trusts can offer and the hospital therefore plays a significant part in the total package of services which our Trust controls. As you can see from our chairman's report, we are already enjoying an enhancement of services at the hospital that is a considerable benefit for our population and for the stability of the hospital in the long run.

Looking forward a little, the Friends have kindly been given permission by the new Trust (with a bit of help from our Hospital

Manager!) to move the Friends shop from its present position near outpatients to the first space inside the front door of the main hospital. Your committee is quite certain that this will considerably enhance the Friends' profile within the hospital and increase shop revenue because of the increased number of people who will naturally pass by. The work still has to be done but plans are well advanced and we look forward to welcoming you to the shop in its new location later in the autumn.

Chantal Wilson

CHAIRMAN'S REPORT



DUNCAN WATNEY

I am delighted to present my first report as Chairman having succeeded Richard Hallett on January 1st. It is good at last to be able to contribute to the Friends after being unable to do so for so long owing to my previous commitments, and I am enormously privileged to have been asked to pilot our organisation through the next three years. It was exciting and challenging taking over the leadership without any previous experience within the Friends, and I owe a huge debt of gratitude to my many colleagues on the committees, especially Richard, for helping me to avoid making several blunders as I introduced my own ideas into the structure.

I am pleased to report that we have had a healthy year. One of my main objects has been to increase the number of Friends' subscriptions by raising the profile that we have in the community. We have begun to achieve this, partly by having a presence every month at the Farmers' Market thanks to the generosity of the organisers who have allowed us to have a pitch without charge. Many of our new members have come from there having been bludgeoned into joining, either by myself or others. In this as in everything I must now pay tribute to the support I have received as I have tried to introduce new ideas, among them moving the Hospital Shop, which is dealt with in the President's Report. Other innovations have been the setting up of several sub-committees whose Chairmen have written short reports which you can read elsewhere in this document. This has streamlined the work of the main Committees so that their meetings are of a manageable length, receiving as they do the minutes of the sub-committees. This means that much of the discussion has been between those most closely involved with the various areas covered by them.

The President refers to other new innovations, and most important of these is the upgrading of the Casualty Department at the Hospital to a Minor Injuries Unit staffed by our Emergency Nurse Practitioner, Lynda Mullins. We are very fortunate to have the backing of Dr Julian Webb the Consultant in charge of the Accident and Emergency Department at the Kent and Sussex Hospital. He has very kindly agreed to address us this evening, and I very much look forward to hearing what he has to say. Your Committee has decided to make this Unit our Project for the Year, and intend to make a sizeable contribution to it by donating equipment to help Lynda in her valuable work.

We are only able to do this, of course, if we have the support of you, our Friends. We need many more of you, since your yearly subscriptions are a very important contribution to our funds, from which we can invest further in our Hospital. If every one of you will undertake to bring in a new Friend every few months our resources would really grow enormously, not only in monetary terms but also in expertise. We need experts to help us in our work. Gone are the days when being on the governing committee, and so a Trustee, of a Charity was a boring sinecure. Each and every one of us needs to be aware of all sorts of new things enshrined in the ever-changing regulations which govern us, and bringing one's expertise to bear is a rewarding opportunity. Please do not feel in the least inhibited in considering during the next year which of you, or which of your friends would be a help to us. We need new blood and certainly would like to see many more younger people and newer residents joining us to work for the good of the whole community. The commitment is not onerous, but your skills will be invaluable, I hope several of you will join us and any member of our committees would be glad to speak to you about this after the meeting.

I will end this brief report with my thanks especially to our new Patron Sir Geoffrey, who has been quite exceptional in his help and support to me personally and to the Friends. He has attended not only to our public functions, but also committee meetings, and his interest and input of advice is very much valued. I must also thank Eva Merry our Hospital Manager for her help and backing as well; she has facilitated the moving of the shop and has been in the background encouraging us all the time. What new can I say about the Fête Committee under its indomitable Chairman Ros Marriott, we all owe her an immense debt for her hard work and organising ability, and of course the vital contribution to our funds that comes from her work. I cannot find words enough to thank Mary Holmes our Administrator, who with the utmost cheerfulness and good humour has willingly taken on the vastly increased workload imposed by my arrival when sometimes my demands must have seemed just too much; we all owe her too a huge debt of gratitude. And finally to you our Friends for giving us your valuable time this evening and taking an active interest in what we are doing, thereby supporting us and so your Hospital over the years.

Duncan Watney

TREASURER'S REPORT



TERRY MOON

THE ASSOCIATION OF FRIENDS OF CROWBOROUGH HOSPITAL

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2002

<u>INCOME</u>	<u>31.03.02</u>	<u>31.03.01</u>
Appeal Funds	18,513.37	35,486.07
Subscriptions, Donations and Collections	938.00	779.03
Legacies	22,500.00	25,000.00
Annual Fete	8,581.06	7,090.64
Hospital Shop	5,896.88	5,249.54
Interest on Investments:		
Corporate Diamond Reserve	0.53	772.43
Capital Reserve	480.43	930.28
	<u>56,910.27</u>	<u>80,757.48</u>
 <u>EXPENDITURE</u>		
Equipment for Hospital	1,912.86	5,857.05
Painting Therapy	1,090.33	787.76
Ambulance Costs	1,911.03	2,442.00
Patient & Staff-Gifts & Christmas Expenses	1,131.33	1,230.46
Miscellaneous Expenses	666.05	395.71
New Building contribution	75,000.00	0.00
Day Care Centre	10,861.37	0.00
	<u>92,572.97</u>	<u>10,712.98</u>
 <u>EXCESS OF (EXPENDITURE) OVER INCOME</u>	<u><u>£(35,662.70)</u></u>	<u><u>£70,044.50</u></u>

THE ASSOCIATION OF FRIENDS OF CROWBOROUGH HOSPITAL
BALANCE SHEET AS AT 31st MARCH 2002

	<u>31.3.02</u>	<u>31.3.01</u>
<u>ACCUMULATED FUNDS</u>		
Balance as at 1st April 2001	131,951.26	61,906.76
Add: Excess of income over expenditure	-	70,044.50
Less: Excess of expenditure over income	<u>(35,662.70)</u>	<u>-</u>
Balance as at 31st March 2002	<u>96,288.56</u>	<u>131,951.26</u>
<u>CASH AT BANK</u>		
Main Account:		
Current Account	5,874.86	2,260.87
Capital Reserve	40,043.94	30,601.13
No 2 Current Account	393.00	308.00
Corporate Diamond Account	156.43	155.90
Fete:		
Current Account	310.72	6.19
Reserve Account	1,254.32	1,727.79
Day Care Centre:		
Current Account	1,539.35	847.34
Deposit Account	3,240.15	6,691.75
Hospital Shop:		
Current Account	5,219.84	2,259.86
Amenities Fund:		
Current Account	120.06	120.06
Reserve Account	1,141.88	2,183.26
Appeal Fund:		
Current Account	206.00	0.00
Imprest Account	329.49	291.81
Reserve Account	26,918.80	70,265.09
Events Account	<u>1,901.55</u>	<u>322.40</u>
	88,650.39	118,041.45
<u>CASH IN HAND</u>		
Day Care Centre	1.66	1.76
Appeal Fund	<u>41.50</u>	<u>4.67</u>
	43.16	6.43
<u>INVESTMENTS</u>		
Day Care Centre:		
Woolwich Building Society	434.01	432.89
National Savings Investment Account	<u>3,545.50</u>	<u>11,648.30</u>
	3,979.51	12,081.19
<u>STOCK</u>		
Shop	<u>3,615.50</u>	<u>1,822.19</u>
	<u>96,288.56</u>	<u>131,951.26</u>

AUDITORS' REPORT

We have examined the above Balance Sheet and Income and Expenditure Account with the books and information supplied to us and certify the same to be in accordance therewith.



10th September 2002

D. F. Puttock & Co.
Accountants and Registered Auditors
Sussex House
Farningham Road
Crowborough
East Sussex

FRIENDS' SHOP REPORT



BARBARA DIXON

It has been another busy year for the shop, with an increase in turnover.

Once again the sale of plants has been particularly successful and a big thank you goes to Mrs Martin for organising this and to Jordans for their generosity.

This year we also sold more Christmas goods and this is something we will continue with, as it proved very popular. Cards have continued to sell very well with many customers travelling quite some distance in order to buy cards from us.

We have been able to purchase several pieces of medical equipment for the hospital including a fluid warming cabinet, which has proved very useful on the Ward. We were also able to purchase some non-slip trays to make it easier for those patients who cannot get up for their meals.

We have welcomed several new helpers this year and we are very grateful to them for coming to join us. Once again we are indebted to all the shop volunteers who give freely of their time to help run the shop and make it such a success. Our thanks also go to all the volunteers who help behind the scenes and to those who kindly donate items for the shop.

The next year will be a time of change, as the shop will be moving to its new home by the main entrance where we hope we will get even more customers as they will pass the door when coming into the hospital. Plans are well in hand now and work will be starting soon to have the new shop up and running before Christmas.

Barbara Dixon

FÊTE REPORT

How fortunate we are to have such a dedicated team of volunteers who work diligently throughout the year to make the Fete such a success. This year I would particularly like to thank Mrs Val Swann who took over the running of the Toy Stall. Her energy and enthusiasm produced a stall that was a honey pot for all the children who visited the Fete this year and all went home happily with a bargain or three. Mrs Ann Herbert and her family have been running the jumble stall for many years. Anne collects and sorts throughout the year with hardly a break between Fetes. Indeed it is hard to see where one begins and another finishes for she collects and sorts every week and holds a little sale in the autumn of the nearly new items that were not sold at the Fete. Mrs Elona Price and her team of volunteers shouldered the incredible task of sorting and cleaning all the bric-a-brac, soft furnishings and Victoriana. Special thanks must go to Mr Des Gaston who made some space available in his workshop to store some of the more bulky items. Mr and Mrs Ray Hennessey also worked tirelessly throughout the year sorting the books that are donated. By the time the Fete Day arrives, the book shed is full to the roof.

We are also indebted to the Crowborough Townswomen's Guild who baked diligently for the cake stall. This was their first year of running this stall and one member told me that she was staggered at how popular it was. "They came in droves; all the cakes were gone in about an hour!" she reported. The Crowborough St John WI chose not to have a stall this year, deciding to work during the year having little functions from which they raised £580 that they donated to the Fete funds instead. A truly magnificent effort and very much appreciated by everyone.



ROS MARRIOTT

Special thanks must go the Fete Committee who worked quietly in the background, getting their essential tasks done so that the Fete runs smoothly. I am particularly grateful to Mrs Sylvia Eldred who has helped organise the street collection for many years and has been a great personal support to me as Secretary to the Committee. Sylvia has reluctantly resigned from the Committee but I know I shall be able to ask her advice if a problem arises.

One problem that will not go away and is essential for the success of the Fete is the matter of storage. The book shed was re-roofed during the spring by Committee members Terry Moon and Duncan Watney. They completed the shed's refurbishment by giving it a coat of preservative so we hope that at least the books will have a home for a few more years. The bric-a-brac/soft furnishings/Victoriana shed had to be replaced as the roof broke and the floor rotted. Fortunately we were able to acquire a portacabin which acts as a collecting point but is not big enough to store items once they have been cleaned and sorted. Further storage is urgently needed. Everyone must be familiar with the hut that stores the jumble to the right of the entrance to the hospital. Its long and faithful service is coming to an end as it gradually leans further and further over. We must stop using it in the autumn and a replacement is urgently needed. The Committee have investigated alternatives and at present, the solution seems to be a number of portacabins. However, if anyone knows of, or has, a large shed that can be relocated to the hospital grounds, we shall be eternally grateful. Needless to say, cost is an important factor.

There are so many other people I would like to thank; the Lions, the Crowborough Miniature Railway Society, the Guides, Rushes the butchers, Whitehill School, all those I haven't mentioned and all the very generous people and businesses who donated to the Raffle. Finally, I would like to thank all the people of Crowborough and the surrounding villages who come to the Fete. Their loyal support makes all the hard work worthwhile for without them we would not be able to raise the funds we do which make all the difference to the patients of Crowborough Hospital.

My thanks go to all the volunteers who helped, but particularly to the Fête Committee without whom there would be no Fête.

Ros Marriot

HOSPITAL REPORTS



EVA MERRY

I have introduced a different approach to the hospital report for this year by asking all Heads of Department to introduce and write a small piece about their department and what has been happening over the last year. My report is merely a summary of what has been written but also to highlight special areas of interest.

The General Ward – This has gone from strength to strength in terms of in period use of beds, on average over 80% occupancy. That means that 21-23 beds are occupied at any one time. We are introducing a new approach to the use of some of the beds. We already have 2 nurse led beds and plan to introduce the use of 4 beds for intermediate care/rehabilitation. For this purpose we will be able to receive some additional staff as well as occupational and physiotherapy.

There are also plans to create a self-care suite for patients who are preparing to go home. This suite will consist of a bed-sit room, a kitchen and a toilet/wash facility. Patients in this suite will stay for 1-2 weeks and will be closely monitored and assessed on how they would cope when going home. The ward-based rehab team therapists will be closely involved with this new work.

Minor Injuries Department – A recent review of the Minor Injuries Units at Crowborough, and also neighbouring Uckfield, identified the need for further development in line with new and modern trends. This development has become a major focus for the Primary Care Trust and also for the hospitals. A publicity campaign informing the general public of our excellent local facilities took place at the beginning of August. This publicity took the shape of stakeholder meetings, meetings with town councils, community groups and other local groups to advise and inform the public of our new and improved services. (See also Lynda Mullins' report).

As a result of this campaign, we are now very encouraged by the increased awareness of the local population and also by our increased attendance rates (at least 25% more attended than in the same period last year!).

Day Care Centre – The day care staff continue with their most wonderful and innovative approach to make attendance at the Centre real fun for their clients. They really are the most deserved winners of the Quality Team of the Year (awarded last year).

X-ray – This small department continues to be very busy but with short waits for appointments.

The department will be playing an increasingly important role in the development of the MIU department and the arrangement of ENPs, nurse practitioners able (after training) to order x-rays for patients who attend the MIU. The radiographer will assist the nursing staff in deciding whether or not a patient has a fracture.

Physiotherapy Department – Another busy year with an increase in referrals and patients seen.

New for the coming year will be student placements in liaison with Brighton University School of Physiotherapy. We are hoping that future students, once qualified, will return to work in the department as permanent staff at some stage in the future.

OPD/Medical Records – This department continues to be very busy with some new clinics such as cardiology, additional gynaecology, Pembury midwives clinics and additional general surgery clinics.

We are hoping, over the next year when the Maidstone & Tunbridge Wells Trust have completed their outreach clinic review, that we will be asked to provide more space for even more clinics and specialities.

Lastly, I would like to express my grateful thanks to all the staff



JOCelyn WARING

and colleagues who work so hard and with commitment at Crowborough Hospital. Thanks also to the League of Friends for their continuing support.

Eva Merry (Community Hospitals Manager)

Day Care Centre



JACKIE HUGHES

The conservatory, which was built last year, has been very successful. Clients enjoy using it and taking in the activity around the hospital entrance. A new bench and table was donated by the Silver Linings Club at the Catts Inn pub in Rotherfield and we purchased a new parasol and stand so the garden area is beginning to take shape.

Art therapy is continuing which is very popular, as demonstrated by the many brilliant paintings lining the walls of the Day Care Centre. There is a lady who comes occasionally to teach 'Extend' exercises and 2 exercise tapes have been purchased which have led to hilarious sessions.

Many trips have been arranged including the blossom run garden centre visit, lunch parties etc. Among those planned for the future is a trip to a large hotel for lunch and an old time musical.

There was a lively 'knees-up' for the Queen's Golden Jubilee in June. Everyone dressed in red, white and blue wore party hats and waved union jack flags. Another special event was the fish and chip supper which all thoroughly enjoyed.

There are approximately 72 clients who come on different days depending on their needs; an average day sees 28 attending. Staff arrange transport on a daily basis and there is always a shortage of volunteer drivers as well as drivers for the mini-bus.

Jackie Hughes (Nursing Assistant)

Physiotherapy

The Department continues to be busy throughout the year. We are open between 8.30am and 4.30pm Monday to Friday.

Referrals and Appointments – On average we see 100-150 referrals per month and see 225 out-patient patients each week. There has been an upward trend in both number of referrals and patients seen over the last year. Our referrals come mainly from local GPs list.

Consultants working in the OPD also refer patients for follow up treatment following surgery.

The Range of Treatments – We offer various types of treatment including ultrasound, interferential, curapuls, laser, traction and wax baths, mobilisation and exercises.

Other Work – Staff are actively involved with rehabilitation work of patients on the ward and work closely with therapists, physio and occupational therapists in the Community Rehabilitation Team which now work with patients on the ward to facilitate safe and early discharge home.

Staffing Establishment – Currently there are 5 physiotherapists and 2 physiotherapy assistants working in the department. Clerical support is provided by a clerical officer who works part time.

The domiciliary physiotherapy team is also based in the department. This helps communication and collaboration between hospital and community services.

Over the coming year we hope to be able to become a training area for student physiotherapist who are undergoing their training at Brighton. One of our senior therapists will act as their trainer. This arrangement will ensure increased awareness of our excellent facilities and varied range of treatments offered for the



BERNIE CHEUNG



SALLY DUFFIELD

students and also ensure that our own therapists develop their skills and maintain their very high competency.

The department has, over many years, been grateful receivers of new equipment purchased by the League of Friends. This we appreciate and thank the League of Friends for their continued support.

Bernie Cheung (Superintendent Physiotherapist)

General Ward



SUE APPLETON

There have been a number of changes to the general ward over the past 9 months. Bed occupancy has risen to between 80% and 85% and we have had a number of staff changes.

There has been a steady turnover of patients too and we continue to take those requiring medical treatment, rehabilitation following surgery or other illnesses such as stroke. We also take people who come for respite to enable those caring for them to have a rest or holiday. Two beds are allocated to the district nurses for any of their patients who require inpatient-nursing care.

Some patients come here towards the end of their lives, as hospice beds are not always available. We have close links with hospice nurses and work together to give terminal patients the best possible care. Our aim remains to keep these patients comfortable and to make their deaths as dignified as possible.

To cater for patients who are here for some time we have introduced Extend sessions, twice a week, to tax their minds as well as their bodies. We were finding some patients were becoming very bored and this was creating a problem for staff. Most people enjoy the Extend experience although some do have to be persuaded that this is actually part of their treatment.

A very successful Jubilee Party was arranged for the patients and staff are already planning Christmas activities.

The General Ward staff look forward to the future and the opportunity to further develop their services in this modern, well equipped hospital environment.

Sue Appleton (Senior Sister)

Minor Injuries Unit

The Minor Injury Unit at Crowborough has undergone significant change in the past year and with the advent of the Primary Care Trust (PCT) this has brought about exciting and innovative change.

The type of patient we see is possibly similar to that of previous years ranging from splinters in hands and minor abrasions to broken limbs and significant allergic reactions.

With the development of the PCT has come the identified need for nurses working in the Minor Injuries Unit (MIU) to be trained as Emergency Nurse Practitioners. We currently have an experienced Nurse Practitioner employed part-time and a further full time member of staff about to undertake the course in October, another part-time member of staff hopes to commence the course in February of next year.

The number of patients attending the Minor Injuries Unit in past years has averaged about 8-10 per day and it was recognised that this activity needed to increase to maintain the status of the Minor Injuries Unit. There has, therefore, been a publicity campaign commencing 1 August which, to date, appears to have had a positive effect on the numbers of patients attending.

The month of August alone as an example saw 375 patients attending (an average of 12.3 per day); on some of those busier days 22 patients were being seen in the department.

One suggested explanation for the month of August being busier might be as a result of activity generated from the children being



LYNDA MULLINS

off school, however the number of children attending in August had not significantly increased compared to the monthly attendances from April of this year.

A review of the figures from April of this year has shown a small increase on the numbers from the previous year. Other changes that have occurred in the past twelve months include the introduction of a new documentation paper specifically for Minor Injuries, which has already been audited by our link consultant from The Kent and Sussex Hospital, Julian Webb.

The development of an on going teaching programme enables Staff rotating through Minor Injuries to acquire and develop Minor Injury skills. The subjects addressed so far include documentation, wound care, eye injuries and the application of wound glue.

A phlebotomy clinic has been set up within the department by one of the local GPs, utilising the department four mornings a week. There is also a weekly clinic held by Mr Webb for Minor Operations and patient review, which can be accessed by any of the local GPs.

There have been great efforts to develop further the communication with these GPs including the development of a user-friendlier GP letter to make communication easier and links with the practice nurses over patient referrals.

Lynda Mullins (Emergency Nurse Practitioner)

Out-Patients, Appointments and Medical Records

The last 12 months in the Out-Patient Department has been a very busy time. We have introduced two new consultants, a general surgeon specialising in the upper gastro-intestinal tract, and a female gynaecologist to complement the two existing gynaecologists who have been holding clinics at Crowborough Hospital for many years. This brings the total number of consultants attending the Out-Patients Department to 16 with 3 consultants also bringing their registrars with them in order to see double the amount of patients.



SHEILA BURGESS

Clinics are held on either a monthly or twice monthly basis in the following specialities:

- Ante Natal (Pembury Midwives)
- Cardiology
- Care of the Elderly
- Dermatology
- Ear, Nose & Throat
- Gastroenterology
- General Surgery
- Gynaecology
- Orthopaedics
- Paediatrics
- Surgical Appliances

During the past year, an average of 350 patients per month passed through the doors, with excellent feed back from them relating largely to the relaxed, friendly and welcoming environment and not having to travel any great distance.

Few people realise that part of the Out-Patients Department is dedicated to the Medical Records side of Hospital life.

This very important side of the Hospital is the custodian of almost 9,500 patient casenotes for the Maidstone and Tunbridge Wells



VAL NYE

NHS Trust and the Eastbourne Hospitals NHS Trust. These patient records are loaned on a regular basis to Kent & Sussex, Pembury, Sevenoaks, Edenbridge and Hawkhurst Hospitals in the Maidstone and Tunbridge Wells Trust, and Eastbourne & Uckfield Hospitals in the Eastbourne Hospitals Trust. All loans are meticulously recorded so that casenotes can be retrieved promptly when required.

All of the above, as well as the recording of Ward and Day Care admissions and discharges is ably looked after by two full time and three part time clerical staff and two staff nurses and one auxiliary. The staff are not quite sure what the following year will bring now that the Hospitals is part of the new Sussex Downs & Weald Primary Care Trust, but look forward to being able to give an excellent service which we are sure the local Community welcome and fully appreciate.

The staff would like to take this opportunity to thank the Friends for all their hard work and support throughout the year.

Shiela Burgess (Supervisor)

X-Ray



DIANE WAKELY

The x-ray department has been consistently busy throughout the year. Requests for X-rays are generated from a number of sources, i.e. GP surgeries, inpatients on the ward at Crowborough, K & S consultant clinics held at Crowborough Out Patients Department, and more recently, patients attending the Minor Injuries Unit.

New Regulations – Although the department is small in comparison with larger hospitals, we still have to comply with new regulations for radiation control, known as the IRMER regulations, and these are currently implemented in the department.

Attendance – During the year ending December 2001, approximately 2000 patients attended Crowborough X-ray Department. With increased activity this year, we anticipate reaching a figure close to 2,500 patients for 2002.

Waiting time for appointments has been no longer than 2 weeks (depending on the examination requested) and the length of time for the reporting of films has been on target all year at approximately 7-10 days. Patients usually thank us for their prompt appointment and quick visit and this is very rewarding.

Examinations carried out include

- Chest
- Spines
- Hips
- Limbs

Opening Times – Current opening times for the department are 9:00 - 4:30 on Tuesdays, Wednesdays and Thursdays.

Departmental Staffing Levels – The department employs 1 full time radiographer and 1 part-time administration clerk.

Volunteers continue to play an active part in the weekly running of the department. Their help is regularly employed in a range of duties, from x-ray filing to photocopying. X-ray staff know that they can rely on their volunteers to turn their hand to anything that is needed and this is much appreciated.

Ultrasound – Approximately 750 patients attended the department last year and the service continues to be fully utilised.

Diane Wakely (Radiographer)

BIRTHING CENTRE



MAUREEN
ROYDS **J**ONES
&
CAROLINE
HICKINGBOTHAM

The birthing centre has seen a lot of changes this year so far. Chris Salvage, Senior Midwife for many years, has taken retirement. Chris has also recently got married. She will still be seen at the birthing centre in the capacity as a bank midwife; that is, until she jets off to Sri Lanka for the winter!

Maureen Royds-Jones is the new Senior Midwife at the birthing centre. Maureen comes to the centre from the Surrey and Sussex Healthcare NHS Trust. She has had a lot of experience of community midwifery, working both within a GP led unit and within a large consultant unit. Maureen has also worked on the bank at Crowborough for many years, so is no stranger to the centre.

We are pleased to say that the birth rate at Crowborough is steadily rising by 10%. Last year (April 2001 to March 2002) we had a total of 300 births and so far since April this year (just over 5 months) we have had 166 births and our water-birth rate is currently 60% of all deliveries in the centre.

There has been an article printed in the prestigious midwifery magazine MIDRIS detailing the excellent work that is carried out at the Crowborough Birthing Centre. Furthermore, the other highly recognised midwifery magazine - the BMJ - is to publish an article about how the midwives work in a midwife led unit.

Maureen Royds-Jones

THE AMBULANCE

1992. FORD TRANSIT. 2 Litre AUTO. 12 Seater.

Presented by The Friends of Crowborough Hospital.

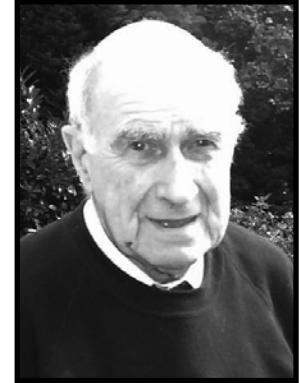
This vehicle has given yeoman service for Ten Years. It has covered 39,000 miles under far from ideal conditions - always on short journeys with multiple stops. One fairly consistent problem has been the Tail Lift, which is a heavy cumbersome piece of non-original equipment that we would not want to see incorporated in another vehicle.

The Ambulance is now showing evidence of rust; however, the main area in question has been repaired. Some rust is not really surprising, as it has spent the whole of its life outside. It would be very nice to see it or any future vehicle properly garaged. This would certainly pay dividends when you consider the value of one of these vehicles when new.

The vehicle fulfills an essential service in carrying visitors to and from the Day Care Centre on a daily basis and in its absence it is very possible the company and support provided by Day Care would not be available to as many as enjoy the benefits presently. There is a continuing need for drivers and helpers so if anyone has a few hours to spare, even if only occasionally, please give Jackie Hughes, Nursing Assistant at Day Care a call on 01892 663976 and she will be pleased to talk to you about what is involved in joining the team.

Otherwise, if you cannot spare time but would like to support the ambulance financially either through a donation or possibly sponsorship by your company or business, Jackie would be pleased to hear from you.

Derrick Bedwell



DERRICK BEDWELL

JOTTINGS from the Office



MARY HOLMES

The office continues to be at the heart of the Friends, and has also become part of the hospital as we work so closely with them as well as with the PCT.

We have once again been very busy, helping with events and doing all the administration for the Friends, which seem to increase every year! Even more events are planned for the coming year that I hope you will be able to support.

The Christmas cards sold very well last year and will be on sale again this year, in addition, we also have "Friends of Crowborough Hospital" Christmas Puddings, which I am assured are delicious and would make a very nice gift.

We will be moving again at the end of the year, this will be move number 3 so we are quite expert at it now! Our new office will be where the shop once was, so we will be able to direct any lost customers, and perhaps gather some new members as well. Office opening times, phone and fax numbers will remain the same so hopefully it will not cause too many problems.

Finally I must once again thank Maureen and Sue for their continued support and help, I certainly could not do it without them, I think they must enjoy too, as they have both been working with me for about five years.

Mary Holmes

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