

Registered Charity No: 231379

friends of crowborough hospital

Annual General Meeting 2017

**Thursday 29th
June 2017**

**at the
Day Centre
Crowborough Hospital**



**PROVIDING EXCELLENT CARE AT THE
HEART OF THE LOCAL COMMUNITY**

**Friends' Office
Crowborough Hospital, South View Road, Crowborough TN6 1HB**

Tel: 01892 664626, Fax: 07092 865667

www.foch.org.uk

enquiries@foch.org.uk

Please Support Crowborough Hospital Shop

situated in the foyer

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Friends of Crowborough Hospital, Southview Road, Crowborough TN6 1HB
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Friends of Crowborough Hospital

Patron

Mrs Sara Stonor DL, Her Majesty's Vice Lord-Lieutenant of East Sussex

Officers & Trustees at 29th June 2017

Vice Patrons	Dr Colin Ruck Mrs Chantal Wilson DL	☒
President	Mrs Ros Marriott	☒ »
Vice President	Mr Richard Hallett MBE	☒ § ‡
Chairman	Mrs Chantal Wilson DL	☒
Vice Chairman	-	
Treasurer	Mr Terry Moon	☒
Secretary	Mr Russell Wakefield	☒ § ‡
Fête Committee Chairman	Mr Ricky Booth	

General Committee (Elected Members)

Mrs Elaine Cox	®
Mrs Barby Dashwood-Morris	®
Mrs Barbara Divall	☒
Mr Mike Eldred	☒
Dr Cathryn Stokes MD	☒ «

General Committee (Invited Members)

Mrs Maureen Barton
Mrs Jane Murphy

☒ Trustee

§ Trustees resigning

‡ Trustees willing to stand for re-election

† Co-opted during the year and standing for election as a Trustee

® Resigned during the year

» Retiring as President (remaining as a Trustee)

« Standing for election as President

FRIENDS OF CROWBOROUGH HOSPITAL
MINUTES OF ANNUAL GENERAL MEETING

16 June 2016

In Attendance:

38 people were present, of whom 20 were members

Welcome by vice patron and chairman Chantal Wilson:

Chantal welcomed everyone and, in particular,

Sue Sjuve (Chair of Sussex Community NHS Foundation Trust)

and her assistant, Sue Ferretti

Ashley Scarf (High Weald, Lewes, Havens Clinical Commissioning Group)

Colin Felsey (East Sussex Health Overview & Scrutiny Committee)

Chris Hardy (Chairman of Wealden District Council)

Jenny Cleary (Head of Midwifery for Maidstone & Tunbridge Wells NHS Trust)

Cllr Sylvia Tidy (East Sussex County Council)

Cllr Ron Reed (Mayor of Crowborough Town Council)

Cllr Quentin Burch (Deputy Mayor of Crowborough Town Council)

Martyn Garrett (Wealden District Council)

Apologies:

Several apologies had been received, notably from Sara Stonor (Vice Lord Lieutenant of East Sussex and Patron of the Friends) and Nus Ghani (M.P. for Wealden).

Approval of Minutes of Last Meeting:

Proposer: Richard Hallett

Seconder: Miriam Boobier

Acceptance nem con

Matters Arising:

There were no matters arising from the Annual General Meeting of 2015.

Re-election of Trustees:

Ros Marriott, Mike Eldred and Terry Moon were due to stand for re-election by 3-year rotation and all were willing to continue serving the charity.

Proposer: Drummond Abrams

Seconder: Elaine Cox

Acceptance nem con

Nomination of new Trustee:

Dr Cathryn Stokes had been co-opted onto the Committee during the past year and was now

seeking election as a trustee. The committee wished to recommend acceptance of Dr Stokes as a Trustee.

Proposer: Clive Wilson

Seconder: Mike Eldred

Acceptance nem con

President's Report by Ros Marriott:

Ros said that one thing deserving particular mention this year was how successful the new Day Service had become. Those who used it were not necessarily ill, just isolated.

Two major projects were planned by the Friends: support for the refurbishment of the Birthing Centre and the upgrading of the X-Ray facilities.

On the subject of membership of the Friends of Crowborough Hospital, Ros explained that hitherto there had been two types of members: those who paid a membership fee and were entitled to vote on constitutional matters and those who volunteered their time and skill. Some volunteers were also paying members. The Charity Commission had tightened up its rules in recent updates and stipulated that all members must be paid-up. She emphasised that both paid-up members and volunteers were highly valued by the Friends.

Treasurer's Report by Terry Moon:

Terry drew attention to pages 7 & 8 of the A.G.M. 2016 booklet for his income/expenditure account & balance Sheet as at 31st March 2016. Both were shown on the Friends' web-site.

Income: fund-raising was an important aspect of income and Terry said he was grateful to Barbara Kingsford for taking responsibility for delivering and collecting 60 collection boxes.

He said that legacies could not be forecast or managed. They fluctuated from year to year.

The Annual Fete of 2015 had raised the 3rd highest amount ever. Ricky Booth and his team deserved the thanks of the Friends.

The Hospital Shop was suffering from low footfall & enquiries had been made into the falling amounts taken. The Shop management team, led by Maureen Bagwell, had used canny purchasing & organisation to cope with this. Advertisements for the Shop could be found on the seats at this meeting.

The procedure for claiming Gift Aid was easier now. Volunteer, Jane Murphy, had taken on the task of applying for Gift Aid refunds.

Expenses: A large proportion of the Friends' funds was going towards the Social Day Service. Equipment bought for the Hospital was varied and information could be found in reports from the different Hospital Departments in the 2016 AGM booklet. Included in the donations

were small toys for children attending the Minor Injuries Unit and gifts for patients at Xmas. The Miscellaneous expenses entry covered paper, printing & postage costs. The rolling average was £2,880+ p.a.

Friends money was held in Nat West, Scottish Widows and Virgin Money Accounts.

A future project would be the refurbishment of Crowborough Birthing Centre by its new managers (Maidstone & Tunbridge Wells NHS Trust). The Friends would be providing matched funding of £125,000. Terry invited a few words from Jenny Cleary, Head of Midwifery for the Trust. She described the importance of Crowborough Birthing Centre, especially as the birth-rate was going up.

Terry said the accounts were finely balanced with slightly more coming in than going out. The Fete & Hospital Shop stock had sufficient funds without recourse to the Friends' bank accounts.

Chantal paid tribute to Terry for his accurate & dedicated work.

Acceptance of Accounts:

Terry recommended acceptance of the accounts.

Proposer: Drummond Abrams

Seconder: Philip Ronan

Acceptance nem con

Election of Verifier:

It was necessary to confirm the appointment of a Verifier. This year's accounts had again been confirmed by Robin Farmer who had indicated his willingness to carry out the task next year.

Proposer: Richard Hallett

Seconder: Katie Stokes

Acceptance nem con

Election of Treasurer:

Chantal said that members needed to confirm the appointment of the Treasurer. Terry Moon had agreed to continue as Treasurer, if approved.

Proposer: Mike Eldred

Seconder: Katie Stokes

Acceptance nem con

End of formal business of the meeting

Presentation on Community Services in Crowborough and the Future, by Sue Sjuve, Chair of Sussex Community NHS Foundation Trust and Head of Service for High Weald Lewes Havens

Sue began by saying that it was a pleasure to attend the AGM of such a well-organised team. She said that Sussex Community Foundation Trust provided care close to home and involved community hospitals, Minor Injuries Units, child development centres and GP surgeries. It now operated through most of Sussex and had run in West Sussex since 2010. Nearly 5,000 staff & 650 volunteers worked within it. 9,000 patients per day were treated. The Care Quality Commission had awarded it a rating of 'Good' . It had become a Foundation Trust in 2016. Various members of its teams had won awards. It was now accountable to the local community. Barbie Dashwood-Morris was a lead governor. The High Weald Lewes & Havens area was new and in need of more members to join and give feedback

Suzanne Ferretti, Sue Sjuve's Area Manager, then continued to speak specifically of Crowborough

Adult Community Services for High Weald Lewes Havens came into being on 1.11.15. The population covering this area was 167,000. GPs served a population of 52,943 in Crowborough & its surrounding area including Groombridge. Service provision was still being developed.

Services included:

4 Community Nursing teams

Specialist Nursing which comprised:

Respiratory Service

Parkinson's Service

Bladder and Bowel Service

Heart Failure Service

Stroke Service

MS Service

Community Neurology Team

Therapy services

Dietetics

Radiology and diagnostics

Speech and Language therapy

Intermediate Care Units and Minor Injuries Units at the 3 community hospitals

There had been a successful recruitment drive for Health Care Assistants and nursing staff, although more were needed.

An electronic system (SystemOne) had been implemented across various services and obsolete X-ray equipment had been replaced across 3 Community Hospitals including Crowborough. There were trials in place for falls alarms in the stroke unit.

There was a green policy of using hybrid cars for community nurses.

A key provision was the development of local Communities of Practice (CoPs). CoPs were based around local GP populations and would provide community services in people's own homes, at the three community hospitals at Crowborough, Lewes and Uckfield and at local clinics/health centres and hospices. There was co-ordination between groups of practitioners working with high-need patients using a broad range of healthcare workers. A single initial assessment was honoured by all other services so that there was less duplication and better patient experience than previously.

Questions & Answers

Clive Wilson asked for clarification of the area covered and Elaine Cox asked whether there was liaison with any voluntary organisations.

Suzanne described the relevant area and responded to Elaine that Age UK & the Respiratory Service were among voluntary services with which SCFT liaised.

Clive commented that it was exciting to know that Crowborough Hospital was a part of their remit in its own right instead of being lost as a small part of Pembury Hospital or East Sussex Hospitals Trust, as previously.

Chantal asked for appreciation of the speakers. There was applause from the floor.

Awards to members and volunteers

Ros Marriott, in her capacity as President of the Friends, gave a citation for Frank Hadfield for being a stalwart of the Annual Fete for many years, sorting, fetching, assisting and running the large stall, 'Frank's Place'. He reluctantly was obliged to retire as a result of health problems. He was awarded a long-service Certificate & cuff-links.

Russell Wakefield received a Certificate & cufflinks for over 25 years service as a trustee and committee member, for two spells of chairing the Friends, taking responsibility for the IT & Friends' web-site, planning AGMs, taking photos, giving slide-shows & generally 'just getting on with it'!

Hilary Wakefield also received a Certificate & a bouquet of flowers for her 25 years as a volunteer. She had run the Hospital Shop for 2 years, had written the quarterly Newsletter for 8 years & filled in when needed, including continuing to write the AGM minutes.

Any Other Business:

Elaine Cox said that raffle tickets were available after the meeting for the Annual Fete and also Friends' membership forms.

It was noted that Karen & Anthony Shaw were going to Canada in the summer and would, therefore, be unable to run the bookstall at the Fete. Help was appealed for.

Elaine gave a vote of thanks to Miriam Boobier for providing the teas & refreshments at the AGM & at many other Friends' events

End of meeting:

Chantal closed the meeting.

Date of Next AGM

To be arranged.

PRESIDENT'S ANNUAL REPORT



Ros MARRIOTT

As I retire as President this year, I look back to all the changes that have occurred since I first joined the Friends' Committee. Our focus then was limited to providing the little extras that would make the stay for patients in Crowborough Hospital a little more comfortable. I recall discussions about curtains and televisions, developmental courses for the nurses and of course Christmas presents for both patients and staff. In those days, we sat around the table in the nurses' dining room, or rather the officers sat around the table with representatives from other voluntary organisations in the town together with those, like myself, who were interested in supported the work of the Friends sitting behind on the back benches.

Then came the threat to the Birthing Unit and the focus moved to campaigning to keep it open. What a success that was! The joint effort of the Friends and local members of the National Childbirth Trust, along with many others who felt it so important to keep the unit open, secured its presence at Crowborough Hospital.

The Birthing Unit remains a major beneficiary of our support and we hold significant funds ready to support its refurbishment by Maidstone and Tunbridge Wells NHS Trust. It is anticipated that we will have a thoroughly modern Birthing Unit that is family friendly, giving new mothers an excellent experience during their pregnancy and the birth of their baby.

Today, the work of the Friends has developed to encompass much more. Liaison with the changing NHS Trusts and local Commissioning Groups have become

central to the Friends aims of supporting patients who use Crowborough Hospital. All sorts of issues are discussed in order to encourage the provision of new or better services for patients. For example, in the past we were constructive in seed-funding a crucial service for mothers with post-natal depression which proved so successful that it was adopted as a permanent provision within the area. Wherever possible, we will support the development of Crowborough Hospital, be it in the Minor Injuries Unit, Outpatients, Physiotherapy, X-Ray and the wards, and I must not forget to mention the Social Day Service programme which is proving such a success for lonely and isolated individuals. Please see the Chairman's Report for more details!

Of course, we could not do any of this without the tremendous support of our marvellous volunteers and our local communities. The voluntary effort by so many people has been recognised by our nomination for the Queens Award for Voluntary Service. Needless to say, even to be nominated is high praise indeed for the work all our volunteers do. We know our Hospital is loved by so many, witness the tremendous support of the community who turn out in their thousands to support our annual Hospital Fete. This event is one of the highlights of Crowborough's year and I cannot give thanks enough for the huge effort made by all who voluntarily beaver away behind the scenes for months on end before the big day. Particular thanks must go to Ricky Booth who has masterminded the Fête organisation for the last three years. Sadly he is moving away so this August will be his last.

We welcome anyone who has the interest of the Hospital at heart to join us. Do get in touch with any of the officers to arrange a chat! And talking of our Committee, all of whom are volunteers, I would like to thank them all for their dedication to Crowborough Hospital. They give what time they can and without them, there would be no Friends of Crowborough Hospital, so a big "Thank you!" to you all.

Rosalind Marriott

President

CHAIRMAN'S REPORT



CHANTAL
WILSON

There hasn't been a dull moment in the past year! In summary, the Friends have worked hard to keep up with the NHS in its various guises and to nurture good working relationships, putting us in a strong position to use our charitable income to best effect to support the hospital. We also had 2 separate surprise nominations for awards of which more later.

X-ray

Ever since Sussex Community NHS Foundation Trust (SCFT) took over most of the services in the hospital, we have been in discussion with them about replacing the X-ray machine, which they also want to do in Uckfield and Lewes hospitals. The Friends wouldn't normally buy NHS essentials and strictly speaking, the X-ray doesn't have to be replaced, although like many of us, it is getting a bit elderly! However, what SCFT want to do is have a digital machine so that X-rays can be sent electronically immediately to a consultant and a report sent back in a very short time. This will not only provide a much better service to patients via GPs, but allow the Minor Injuries Unit (MIU) to get timely answers about, for example, whether a limb has a fracture. SCFT has undertaken to extend X-ray hours to support MIU, so better X-ray means better MIU. Discussions are not yet concluded but we anticipate spending a significant sum so that the new X-ray can be installed by April 2018

Birthing Centre

We have also identified reserves to help refurbish the birthing centre. It has been going from strength to

strength since Pembury started to run it. Its success, however, has made it more difficult to work out how to refurbish it while still keeping it functioning without unacceptable disruption. Again, we are keeping in touch with the provider about this.

Social Day Service

The social day service we run on Mondays and Fridays in the Day Centre is also one of our success stories, thanks to Jane Hayward, the manager who the Friends employ to run it. Jane is always full of ideas about how to improve the service and keep it up to date to meet the needs of people who are lonely and socially isolated. The Friends have to be very mindful about this on-going financial commitment. However, we consider it to be a very effective and worthwhile way of carrying out our charitable objectives. If you know of anyone who would enjoy the sociability of the day centre and getting together with other people for a chat, coffee, lunch and activities, please get in touch with Jane on 01892 653133.

Other donations to the hospital

I wouldn't want people to think we lose sight of the smaller but highly valued donations that make such a difference day by day. Examples are as diverse as a bariatric chair for the Outpatients department; paying the annual subscription for magazines in the waiting area; a storage unit, tables, chairs for Minor Injuries; a digital camera for the ward; some specific staff training; and in the Birthing Centre providing TENS machines, breast pumps and installing WiFi. In addition, the Friends continued the standing practice of giving a teddy bear to every baby born in the Birthing Centre, paying for toys to be given to children attending Minor Injuries and presents for all the in-patients at Christmas.

Award Nominations

So what about those award nominations?

In November we received an unexpected invitation from the national Community Hospitals Association (CHA) to apply for a Best Practice in Community Hospitals award. Having submitted a hasty application close to the deadline, we were astonished to be shortlisted. We then had an intense and detailed morning-long interview from 2 of the CHA committee who came from Gloucester and Birmingham. Imagine our surprise and delight when we were told we had won an award! We will be collecting this at the CHA conference & AGM in Manchester in early June. In return we have to run workshops and give a presentation to the whole conference, so there is no such thing as a free lunch!

We were also hugely honoured to be nominated for a Queen's Award for Voluntary Service, which is the equivalent to an MBE for charities. We were grateful for the interview with CHA as it gave us practice for when we were visited by two Deputy Lieutenants for the Queen's Award. The decision is taken nationally and we have been considered alongside nominations across the country from all kinds of charities. We would very much like to thank David Tate, one of our life members, for nominating us.

The nomination itself was enough to make us very proud but better still, we are immensely proud to have just heard that we have, indeed, been awarded the honour. We are still taking in what this means and you will hear much more about it in the coming weeks.

Thank you!

I would like to thank the trustees (who run the charity behind the scenes on a voluntary basis) for their unfailing dedication to FoCH over the year and to say how sorry I am that two resigned during the year. Barby Dashwood Morris resigned in December and Elaine Cox in March. Both were tremendous contributors to the Friends and did a great deal of work. Their contributions are already sorely missed.

But as always, my thanks go principally to our amazing volunteers who carry on through thick and thin and who are the life-blood of the Friends, raising money without which the Friends couldn't support the hospital. And, of course, a big thank you to the public without whose spending we also wouldn't have any money to support the hospital!

Chantal Wilson

Chairman of the Trustees

CHA CONFERENCE REPORT



RICHARD HALLETT

In 2016 the Friends were delighted to hear that we had won an award from the Community Hospitals Association (CHA) for our Social Day Service in the “Innovation and Best Practice” category. This award from a national body is wonderful recognition of the quality of work, and appreciation of the effort made by our Social Day Service volunteers under Jane Hayward’s leadership.

Although the award certificate was presented at the Annual Conference in Manchester earlier this year, the Vice President of the Association, Dr Helen Tucker (second from the right) is guest speaker at our AGM and this represents the ideal opportunity for her to present the award in person to the Social Day Service team.



At the Annual Conference we gave a presentation on the ‘Role of the Friends – being creative’ highlighting the many different ways in which, over the years, we have been able to support our community hospital and the wide variety of services it provides for the local population.

We also ran a workshop on the Social Day Service specifically, to explain why and how we developed the service ourselves ‘Friends style’, and the potential contribution it can make to ‘Social Prescribing’ as an

important local enhancement to health and well-being.

The slide below is from the short introduction to that workshop at which there was real interest in the social day service as well as the neuro-rehab sessions in the day centre which it complements. We came away not only encouraged by them to continue the good work we are able to do as a charity, but also impressed with the work of the CHA in highlighting the role and importance of community hospitals.

Richard Hallett

Vice President



CHA

Social Day Service - Friends' style!

- Now totally "Friends funded" - 2 days a week
- Created required policy / protocols
- Recruited qualified p/t manager Dec 2014
- Started SDS January 2015 - Volunteer staffed
- Provided "Step-down from Rehab"
- Introduced variety of activities
- Developed referral criteria & network
- 26 referrals in 2015; 21 referrals in 2016

friends of crowborough hospital
working for the future of the old

The slide includes several photographs: a group of people sitting around a table in a dining room, a group of people sitting at a table in a meeting room, a group of people sitting at a table in a meeting room, a group of people sitting at a table in a meeting room, and a group of people sitting at a table in a meeting room.

TREASURER'S REPORT



TERRY MOON

FRIENDS OF CROWBOROUGH HOSPITAL

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2017

<u>INCOME</u>	<u>31.3.17</u>	<u>31.3.16</u>
Fund Raising, Subscriptions, Donations & Collections	13,519.74	15,259.39
Transfer from East Sussex Healthcare NHS Trust	107,959.35	-
Legacies	1,000.00	1,000.00
Annual Fete	13,041.93	14,285.48
Hospital Shop	7,290.68	7,513.39
Gift Aid tax refunds	1,756.46	1,394.77
Interest	1,044.39	877.24
	<u>145,612.55</u>	<u>40,330.27</u>
Social Day Service	6,509.00	4,700.24
	<u>152,121.55</u>	<u>45,030.51</u>
<u>EXPENDITURE</u>		
Equipment for Hospital	2,194.84	7,252.03
Patients and Staff Benefit	3,716.45	2,819.57
Insurances	934.95	910.93
Miscellaneous Expenses	2,937.14	2,324.67
Depreciation - Sheds	2,242.15	2,242.15
	<u>12,025.53</u>	<u>15,549.35</u>
Social Day Service		
Staff Costs	9,979.88	10,207.07
Consumables	2,548.09	1,467.96
Painting Therapy	1,809.00	1,872.90
Ambulance Costs	9,922.75	4,607.67
Patients' Benefit	11,436.25	11,388.96
	<u>35,695.97</u>	<u>29,544.56</u>
<u>EXCESS OF (EXPENDITURE) OVER INCOME</u>	<u>104,400.05</u>	<u>(63.40)</u>

FRIENDS OF CROWBOROUGH HOSPITAL
BALANCE SHEET AS AT 31ST MARCH 2017

	<u>31.3.17</u>	<u>31.3.16</u>
<u>ACCUMULATED FUNDS</u>		
Balance as at 1st April 2016	420,229.92	420,293.32
Plus: Excess of income over expenditure	<u>104,400.05</u>	<u>(63.40)</u>
Balance as at 31st March 2017	<u>£524,629.97</u>	<u>£420,229.92</u>
<u>CASH AT BANK</u>		
General Accounts:		
Current Account	70.00	0.00
Fund Raising Reserve Account	75,895.26	60,851.12
Scottish Widows	75,000.00	75,000.00
Unrestricted Reserve:		
Business Reserve Account	283,846.36	190,221.22
Virgin Money Account	75,000.00	75,000.00
Fete:		
Current Account	311.38	269.45
Reserve Account	3,551.64	4,050.26
Hospital Shop:		
Current Account	5,958.18	6,270.28
	<u>519,632.82</u>	<u>411,662.33</u>
<u>CASH IN HAND</u>		
General Fund	1.13	1.13
Social Day Service	<u>32.59</u>	<u>0.18</u>
	33.72	1.31
<u>DEBTORS</u>		
Accrued Income	<u>165.57</u>	<u>120.48</u>
	165.57	120.48
<u>STOCK</u>		
Shop	<u>4,748.63</u>	<u>4,651.45</u>
	4,748.63	4,651.45
<u>CREDITORS</u>		
Shop Purchases	(232.02)	(192.53)
Social Day Services	(6,171.40)	(5,038.76)
Equipment for Hospital	(435.19)	(118.29)
Miscellaneous	<u>(81.44)</u>	<u>(67.50)</u>
	(6,920.05)	(5,417.08)
<u>FIXED ASSETS</u>		
Ambulances cost	33,620.88	33,620.88
Depreciation to date	<u>(33,620.88)</u>	<u>(33,620.88)</u>
	0.00	0.00
Sheds cost	22,421.54	22,421.54
Improvements to property	0.00	0.00
Depreciation to date	<u>(15,452.26)</u>	<u>(13,210.11)</u>
	6,969.28	9,211.43
Computer cost	2,107.91	2,107.91
Depreciation to date	<u>(2,107.91)</u>	<u>(2,107.91)</u>
	0.00	0.00
	<u>£524,629.97</u>	<u>£420,229.92</u>

INDEPENDENT EXAMINERS' REPORT

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



3 - 6 - 2017

SOCIAL DAY SERVICE REPORT



JANE HAYWARD

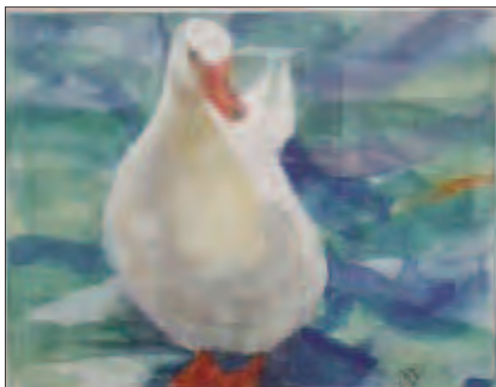
Time has flown by for us at the Day Service and we are now well in to our third year.

We have experienced several changes over the past year; we have seen the loss of some well loved clients and have had several new people join us. As we run on two different days of the week we see a different group of clients on each day. It is good to see how as people arrive and are made welcome, they settle in to new friendships.

We are often told that time spent at the centre may well be the most contact had with anyone over the period of a week.

This leads us on to our main focus at the moment, to identify others in the community who are isolated and lonely. This is not as easy to achieve as some might imagine. We do, unfortunately, have to put certain restrictions on the support that we are able to offer, but otherwise we welcome referrals from all areas, including friends and carers. All that it takes is to contact me at the centre, I will come out to do a home visit. Home visits give me the opportunity to introduce myself and to find out if what we offer is what someone is looking for.

It is so important for us to reach as many people as possible that can enjoy the social contact that the service provides.



On Mondays we are lucky to have an art therapy session that is run by Barbara. We have on display at the centre some of the beautiful art work that has been produced over the past two years. This session offers an opportunity to develop a new skill and to chat with others at the same time.

On Friday we continue to offer the opportunity for clients to cook with the support of one of our volunteers. Many thanks to the volunteer who offers her time; we are seeing a wonderful assortment of cakes appear. Clients are thoroughly enjoying the opportunity to experience cooking in a safe and supportive environment, and are benefiting from taking their hard work home with them!



When the weather allows we continue to make good use of the beautiful bench that was donated to us by Co-operative Funeral Care. Our new chairs have arrived and the centre now has a more homely feel about it. My next aim is to purchase two garden chairs to go with the bench and to encourage people to make use of the patio area.

So slowly but surely the centre is evolving, our aim being to create an environment that encourages people to engage with others and enables them to undertake activities and exercise that will increase their confidence.

All in all a successful and busy year, achieved in the main by the reliable and ongoing support that is given by a great team of volunteers.

Jane Hayward

Social Day Services Manager

FÊTE REPORT



RICKY BOOTH

Unlike the previous two years, the 2016 fête was blessed with very pleasant weather.

The fête raised nearly £14,000 which was a little down on the previous year but this can be explained by lower revenue on books and plants as they were lacking their usual dynamic organizers. Also in 2015 we had an unexpected auction painting sale.

The Shaws are back in force to run the 2017 book stall and it looks as though we have found somebody to run the plant stall.

The result is a clear demonstration of the great importance of the hospital and birthing unit to Crowborough residents.

There was a change in emphasis on sponsorship with more larger donations and fewer smaller donations. We will see this year whether this was a wise policy as the loss of one major sponsor will have a far greater impact than losing a few small sponsors.



We were happy to welcome a team of helpers from Beacon Academy who were able to raise funds for the school's annual trip to the Gambia.

Having freed up the entrance area of Grove house we now have space for about 7 stalls in case of poor weather.

We appear to have lost connection with local market stalls and in 2016 we relied on friends bringing and putting up their gazebos. We are looking at the possibility of purchasing some gazebos as long as we can free up some storage space.



We need to find someone to do refuse runs but if nobody comes forward I will be glad to take it on again from July.

The skip solution worked well and they were delivered and collected on time.

There is an urgent need to increase pre-fête publicity and I am pleased to say that this year the estate agents will be putting up more than 30 signs in strategic locations.

Ricky Booth

Fête Committee Chairman



TRANSPORT



JIM KINGSFORD

The Friends continue to fund and operate two vehicles, a minibus and a smaller wheelchair-adapted vehicle for use by the Hospital Day Centre.

On Mondays and Fridays these vehicles operate a pickup service to and from the Day Centre carrying folk who would otherwise be unable to make their own way for a day of social activities including lunch. If the service weren't there, the users of it would have limited options for social contact outside the home and all look forward to their weekly visit.

On Tuesdays and Wednesdays the wheelchair-adapted vehicle is used to bring patients from their homes to the Day Centre for physiotherapy.

The vehicles not only serve Crowborough but also outlying villages such as Frant, Rotherfield, Groombridge, Nutley and Maresfield.



SOME OF THE DRIVERS AND ESCORTS

Both vehicles have served the Day Centre for many years but are now beginning to show their age, so it is expected that in the near future replacements will be sought.

This whole operation is entirely staffed by volunteers, some of whom have put in many years of service for the Friends. The dedicated team of drivers and escorts work all year round to ensure those in need of transport get their weekly visit to the Day Centre.

All our volunteers are greatly appreciated by the Friends and we are always on the lookout for new drivers.

Jim Kingsford

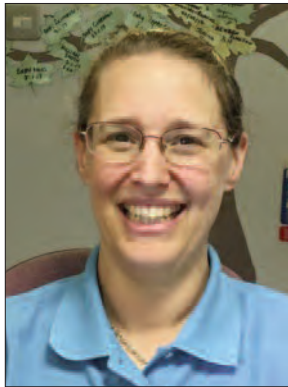
Friends' Transport Manager

CROWBOROUGH BIRTH CENTRE



KAREN LEESON

The Crowborough Birth Centre has been managed by Maidstone Tunbridge Wells Trust (MTW) for a full year now (2016 – 2017). The Community Midwife team have continued to care for around 800 women in High Weald, and we have had a total of 159 births in the 12 months, which is a rise of 10% overall. New staff from MTW have joined our team and are finding the Birth Centre to be a lovely place to work.



HANNAH CROOK

There has also been an increase in the number of first time mothers birthing with us & we have reduced our 'transfer rate out' for these mothers also. Our transfer out rate for 'second birth and subsequent' mothers remains below national average at 6%.

The Friends of Crowborough Hospital have funded the breast pumps and TENS machines for women to use & hire from us, which is a service being accessed with good reviews. The birth centre refurbishment has now been given the go ahead. We are waiting on confirmation of a start date to begin, but it is important to stress that the unit will NOT close for the refurbishment. Instead, rooms will be juggled during the process to enable mothers to birth with us. Photos of the work in progress will be posted onto our Facebook page – "Crowborough Birth Centre".

In other exciting developments we now have a Positive Birth Group Meeting being run at CBC, which is run by a local doula¹ (Gemma) & Hannah (CBC Midwife). It is free for all women to access and brings pregnant women and women who have birthed locally (regardless of place or type of birth) together to discuss their birth experiences. This type of meeting allows us to provide information to all women so that they can make well informed positive birth decisions & choices. There is now also a breast feeding drop-in group at CBC 10.00 am every Thursday.

The MTW Trust run hypno-birthing classes & there are other private antenatal classes that can now also be accessed at CBC, as well as a pregnancy yoga session. Alternative therapies of aromatherapy and sterile water injections are also available. Some of these extra services and the birth centre generally were on display at our CBC Open Day held in March this year, (which raised £700) and which was featured in the Friends' recent newsletter.

*Karen Leeson & Hannah Crook
Crowborough Birthing Centre*

Twitter - @CrowBirthCentre

¹Doulas provide continuous support for the whole family through pregnancy, birth and the early days of parenthood. As independent practitioners they are paid to provide a role that new mothers and families have always needed. They are there to listen, give confidence and to offer flexible, practical and emotional support.

NEURO REHABILITATION



CLAIRE McCaul

Crowborough Day Centre Neuro Rehabilitation continues to thrive with the wonderful support of the volunteers who provide both a transport service for patients and assistance with the provision of rehabilitation exercises.

Both are invaluable to me in allowing me to provide a physiotherapy programme to patients who have suffered a neurological medical problem such as Multiple Sclerosis, Stroke, Parkinsons etc. People are able to continue attending for months as opposed to weeks because of these volunteers.



After the exercises Coffee, Tea and biscuits are the reward and a deserved rest for patients.



Socialising is an important part of positive rehabilitation.

We now provided an exercise class on Tuesdays 1.30 till 2.30 in the day centre for past and present patients to participate in seated and standing exercise.

Claire McCaul

Neuro rehab Physiotherapist

Crowborough Day Centre



**PATIENTS WORKING ON IMPROVING THEIR
BALANCE AND COORDINATION.**



OUT PATIENTS DEPARTMENT



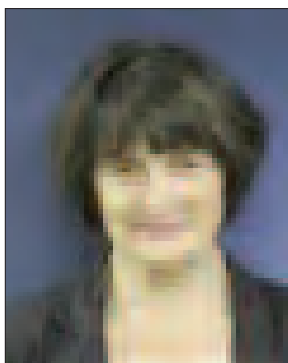
SANDRA BARNES

The outpatients department at Crowborough Hospital is managed by East Sussex Healthcare Trust who primarily provide clinical facilities for a wide range of clinics and local health trusts to use. Across the various Trusts activity levels for clinics overall are good.

Good administrative skills are needed to make the department effective (as well as good clinical skills of course!) and we are very grateful to the Friends for providing us with three new Medical Records Trolleys that are lightweight (easy to move) and also secure (for patient confidentiality). It may sound a bit mundane compared to exciting new medical equipment, but it has made a big difference to the department being able to give a better service to patients, as well as being a bit easier for the staff to manage.



During the year two members of the department retired.



CAROL MCKAY



Judy Streatfield retired in December 2016, after 15 years here and Carol McKay in March 2017 having worked for 18 years in OPD. Despite the sadness of these retirements we are delighted to report that the old medical records

trolleys did not entirely go to waste! One was suitably decorated to liven up Carol McKay's retirement celebration. Quite unrecognizable we think. The trolley – not Carol that is!



There are 41 clinics at Crowborough Hospital OPD during each month, which cover 19 different specialties and provided by several NHS Trusts.

Nurse led Cardiac Clinic	(SCFT)	Aortic Aneurysm	(SCFT)
Retinopathy screening	(BSUHT)	Cardiology	(MTW)
Ear Nose Throat	(MTW)	MS Nurse	(SCFT)
Gyneacology	(MTW)	Bowel & Bladder Nurse	(SCFT)
Parkinson's	(SCFT)	Paediatrics	(MTW)
Care of the Elderly	(MTW)	Rheumatology / Nurse	(MTW)
Orthopaedics: Upper Limb	(MTW)	Orthopaedics: Lower Limb	(MTW)
Respiratory	(SCFT)	24 Hour ECG	(HWLH CCG)
Sexual Health	(ESHT)	ME	(ME Trust)
Paediatrics Eyes	(ESHT)		

Sandra Barnes

Out Patients Department Sister, Crowborough Hospital

TRUSTEES' REPORT for the year ended 31 March 2017

Trustees

The trustees named on page iii have served during the year. Appointment of trustees is governed by the Trust Deed of the charity. The Board of Trustees is authorised to appoint new trustees to fill vacancies. During the year and with the support and assistance of Sussex Community Foundation NHS Trust the Trustees have reviewed their recruitment and induction procedures for both volunteers and trustees and appointed one of their number to manage and monitor these important aspects.

Investment Powers

The Trust Deed authorises the trustees to make and hold investments using the general funds of the charity but no such investments are currently held.

Constitution, objects and policies

The Friends of Crowborough Hospital is constituted by Trust Deed and its objects are to raise funds for the welfare of Crowborough Hospital, its patients and staff.

The policy of the Friends of Crowborough Hospital continues to be to seek additional funds to continue with the above.

Reserves Policy

The reserves policy of the Friends is to maintain sufficient funds to meet 6 months' costs together with a sinking fund to enable replacement of its vehicles which underpin its transport service and to set aside funds in respect of purchases and services it has agreed to support. In this respect the Friends have reserved funds of £358,846.36 at 31 March 2017. These reserves include some £66,000 to ensure the ability to meet the revenue costs of the Social Day Service for the medium term, £125,000 as matched funding towards full refurbishment of the Birth Centre following its transfer to Maidstone and

Tunbridge Wells NHS Trust and £116,000 potentially as matched funding towards replacement and installation of the hospitals X Ray equipment together with an operational reserve and funds set aside to support the cost of replacement of its vehicles that enable the transport service.

Risk Management

The trustees recognise the importance of not only identifying and managing risk but also ensuring the maintenance of accurate and detailed record of the efforts made to avoid and ameliorate risk. Procedures are in place to ensure that in the event of an accident or incident this is recorded, reported appropriately, tracked and any learnings introduced. The Friends of Crowborough Hospital are fortunate to have a highly experienced risk manager as the charity secretary.

Public Benefit

During the year the Friends of Crowborough Hospital purchased equipment and spent for the benefit of the hospital at a cost of £2,195 and spent £42,577 for the direct benefit of the patients. Within these figures the Friends have amongst other things met the cost of items as diverse as a bariatric chair for the Outpatients department as well as paying the annual subscription for magazines in the waiting area, a storage unit, tables, chairs and toys for Minor Injuries, a digital camera for the ward, covered the cost of specific staff training, and in the Birthing Centre provided TENS machines, breast pumps and installed WiFi as well as continuing the highly successful Social Day Service at the Day Centre on Monday and Friday each week. In addition, the Friends continued the standing practice of providing a teddy bear to every baby born in the Birthing Centre, paying for toys to be given to children attending Minor Injuries and presents for all the in patients at Christmas.

The officers of the charity keep a careful eye on the evolving local health economy, and in recent years have developed strong senior level relationships with HWLH CCG, SCFT, and MTWT amongst others. These relationships are important to enable the work of the charity to encourage, support and

supplement developments regarding services at Crowborough Hospital, and have enabled the Friends of Crowborough Hospital to play a strategic role as a stakeholder in the development and welfare of Crowborough Hospital.

This involvement is typified, for example, by providing a Social Day Service in the Day Centre 2 days a week that supplements the work of SCFT. The Friends were both proud and gratified to be chosen by the Community Hospitals Association for a national award for their pioneering work in providing this unique service to support and enhance the work surrounding it that is provided by the National Health Service.

Future Plans

As we look to the future, these relationships with local healthcare commissioners and providers are helping the Friends to identify opportunities for us to provide support to their future initiatives and to further develop the Social Day Service as an important and integral part of the local health economy. Although the exact details of what provision the Friends may make is to an extent dependent upon the programme of works that those bodies may undertake, the Friends of Crowborough Hospital are now well positioned as a highly regarded and supportive stakeholder enabling it to contribute to the development of health services based on Crowborough Hospital.

Financial View

Funds available are sufficient to permit the charity to continue in operation in the medium term, given the continued support of the local community.

Statement of trustees' responsibilities

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under section 145 of the Charities Act 2011) and that an independent examination is needed.

In preparing the accounts the trustees should follow best practice and

- Select suitable accounting policies and apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records that disclose with reasonable accuracy the financial position of the charity and which enable them to ensure that the financial statements comply with applicable law and regulations. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approval

This report was approved by the trustees on the 8th June 2017 and signed on their behalf.

(signed on original)

Chantal Wilson

Trustee