

# Merry Christmas and Happy New Year to All friends of crowborough hospital newsletter

Tel: 01892 664626



Volume 15 Issue 4 November 2017

## Queen's Award Presentation

### Hospital Friends win Queen's Award for Voluntary Service, Lord Lieutenant presents 'group MBE' to volunteers

Volunteers who raise funds and provide equipment and services at Crowborough War Memorial Hospital have been presented with the Queen's Award for Voluntary service – the highest honour that can be given to local groups across the UK to recognise outstanding work in communities. Presenting the award on 12th September in front of an audience of more than 120 Friends of Crowborough Hospital volunteers, Mr Peter Field, Her Majesty's Lord Lieutenant of East Sussex, described it as the "MBE for volunteer groups" and said the Queen sent her personal congratulations. "Without you," he said, "we would be a much poorer society."



Cont. inside

## Good weather, good profit for Fete!

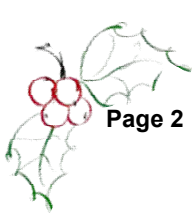
### Crowborough Hospital's annual fete on Bank Holiday Monday was blessed with fine weather, a big turnout and bumper profits.

Once again, there were long queues along Southview Road by the time the Fete opened at 2pm. Inside, there was plenty of entertainment for the whole family including a Kids' Zone with an inflatable assault course, face painting and Jimmy the Jester. All the stalls – books, toys, collectables, clothes, puzzles, cakes, tombolas, silent auction, games and many more turned in great profits.



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## Queen's Award Presentation cont.

A volunteer, Mrs Evelyn Wickham, whose name is indelibly linked to the success of the Friends' major fund-raising event, the annual Crowborough Hospital Fete, accepted the award on behalf of the Friends.



Unit, for which the Friends funded training and important items of equipment; the Hospital Shop, run by Friends' volunteers; the Birthing Centre, which it supports with equipment including high-tech beds; and the Imaging/X-ray Department (leading edge equipment). "The Friends' fundraising and work glues together the services provided by different branches of the NHS on the hospital site," she said. The Friends received a certificate signed by the Queen and a domed glass crystal. The organisation is also now entitled to use The Queen's Award emblem on its website, stationery and other printed material. Following the presentation ceremony, the Friends hosted an afternoon tea, provided by the Community Centre's Gallery Café, to celebrate the award and 60 years of service to the hospital and community.

A Deputy Lieutenant, Mrs Phyllida Fane de Salis, a member of the panel that assessed the work and achievements of the Friends, read the citation at the ceremony held at Crowborough Community Centre. Mrs Fane de Salis is also a governor of the Sussex Partnership NHS Foundation Trust.

Opening the proceedings Friends' President, Dr Cathryn Stokes, said the organisation was "thrilled and humbled" by the Award. Later, she spoke of the "robust assessment" for the award last December which covered: the Social Day Centre, fully funded and managed by the Friends; the Minor Injuries

*Roger Bishop, Press Officer*



We have been receiving additional interest for QAVS badges from people who apparently missed the opportunity before the ceremony and so didn't order a badge. Badges are available to anyone who is or has been a volunteer for the Friends since its inception in the 1950s even if they are no longer an active volunteer.

However, because the award was made to the charity, 'The Friends of Crowborough Hospital' but not to the Hospital, it does not cover those who volunteer directly to the hospital or any of its departments (e.g. Meet & Greet, Rehab, MIU etc) unless they also volunteer in some way for the Friends.

I'm preparing to place a second order so would like to see if any other recipients of the newsletter feel that they have missed out.

Orders can be placed by emailing "qavs@foch.org.uk" or by letter or phone call to the office. Badges will be £2.50 each and we need name address and telephone number of each recipient (and of course payment).

*Russell Wakefield, Charity Secretary*



## Good weather, good profit for Fete! cont.

Afternoon teas were very popular as usual and the ice cream van and 'garden bar' also were on such a warm and sunny day.

After many requests we were finally able to include a plate smashing stall thanks to Nigel Cassford and a team from Crowborough Bonfire and Carnival Society. We very much hope they can be there again next year.

Without all the generous contributions and the many stall holders and supporters as well as all the customers there would be no Crowborough Hospital Fete. Therefore a big thank you to our many spon-

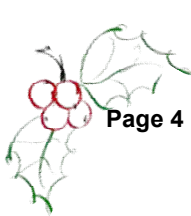
sors and the people of Crowborough for their donations to the fete's stalls and for their generous spending on the big day as well as to the many people who helped to make the day such a success and for their hard work and commitment in the weeks and months leading up to the fete.

The final total was some £15,000 – a great result and an 18 per cent increase over last year which will go to support patient services, equipment and the Social Day Centre.

*Ricky Booth, Chairman of Fete Committee*







## FoCH goes international!

The Friends were delighted and honoured to be co-hosts on 21<sup>st</sup> September to a visit from Dr Simo Kokko, Chief Medical Officer and Director of Primary Healthcare development unit in the Health authority of Northern Savo, Kuopio, Finland. Accompanying him were Dr Helen Tucker, Vice President of the Community Hospitals Association and Researcher at the University of Birmingham, and Dr Emma Pitchforth, Associate Research Group Director, Innovation, Health and Science, RAND Europe at the Cambridge Centre for Health Services Research (CCHSR), and Senior Lecturer, University of Exeter. Helen Tucker was one of the judging team who visited us last December and who gave the Friends the Community Hospitals Association award for innovation.

The Friends were represented by Dr Kate Stokes (president), Chantal Wilson (chairman) and Richard Hallett (Vice President). The other co-host was SCFT, represented by Lee Balcombe, a Clinical Services Manager

Dr Kokko is concerned at the increasing centralisation of community medical services in Finland and was in England to research how community hospitals work here.

The guests visited every department in the hospital and spoke to staff about how the hospital runs. Dr Kokko was particularly impressed by the in-patient ward which gives patients the opportunity to continue their recovery nearer to home than the acute hospital and in more familiar surroundings. He was also interested in exploring how all the services in the hospital contribute to the well-being of local people by avoiding much of the need to travel to out-patient clinics or for other services such as diagnostics or minor injury clinics. He also noted how availability of various services can avoid the need for a person to be admitted to an acute hospital in the first place.

The visit finished with an opportunity to see the day centre and all its rehabilitation equipment. We couldn't let an overseas visitor go without giving him what we English do best – an English tea!

Following the visit we received these kind words from Helen Tucker:

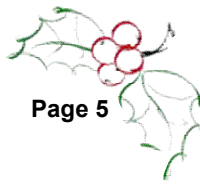
“Thank you so much for making us feel so welcome yesterday, and for giving us such an informative visit. It was a privilege to go into the many service departments you have at the hospital. The range of services is very impressive. It is clear that Crowborough hospital benefits from services from many different organisations, which, as we discussed, is a blessing and a challenge. Having such expertise and services available to the local population is fantastic and a credit to you.

Your League (sic) of Friends holds a special place in the hospital, and the support you have from volunteers and fundraising is very impressive.”

*Chantal Wilson, Chairman*



Richard Hallett, Dr Cathryn Stokes, Dr Emma Pitchforth, Dr Simo Kokko, Chantal Wilson, Dr Helen Tucker, Lee Balcombe



## IN AND AROUND THE HOSPITAL

### Outpatient's Department

OPD continues to be busy with the Maidstone and Tunbridge Wells consultants as well as the other trusts who use our rooms. Mr Maskell who is an ENT consultant with the Maidstone and Tunbridge Wells Trust, started with us in September. He has taken over from Miss Lloyd who retired earlier this year. We have a new clinic starting in November for the ME Trust. They will be here on the third Friday of each month. The Parkinson's Nurse who works for Sussex Community has also increased her clinics.

Admin have been kept busy with training for the last few months in preparation for the new computer administration system that Maidstone and Tunbridge Wells have installed. It's been a challenge but the team has taken it on and embraced the new system.

My Health Care Assistant left in July and East Sussex HealthCare Trust will not be replacing her. She is sorely missed.

The 24hour ECG monitoring service is going from strength to Strength. I have temporarily taken on fitting the 24hr monitors for Uckfield Hospital as well as fitting my own for Crowborough. Since taking on Uckfield I have now fitted a total of 129 monitors in a three month period. The number of fittings would have been higher but unfortunately one of the machines was not returned. This loss had a big impact on the service I can give.

The team and I have had many wonderful comments about the department and service we all give through the friends and family feedback forms, which is greatly appreciated by us all. Thank you.

*Sandra Barnes, Out patients Sister*



### Crowborough Birthing Centre

Come along to our FREE and essential 1 day 'Early Days course' for mums-to-be and new mums. You will learn the fundamentals of caring for your newborn such as bathing, feeding, changing, safe sleep, coping with crying and adjusting to life with a newborn, as well as meeting mums on the same journey. Don't miss this great opportunity to prepare and feel confident for those early days.

To book your place call: 01892 664643

Please include your name, due date and contact number as well as which course date you wish to attend.

We look forward to seeing you.

*The Crowborough CBC Team*



CBC is making good use of its notice board which was purchased by FoCH



## IN AND AROUND THE HOSPITAL

### Crowborough Hospital Medical Ward

We would like to welcome three new Staff Nurses to our team they are: Evelyn Tabas, Mihaela Tirtau, Kaylee Teager. They join us from variety of back grounds Kaylee is a newly qualified nurse who worked as a student nurse at Crowborough during her training and liked us so much she applied for a position. Mihaela was an agency nurse who has worked many shifts with us and when the opportunity arose she applied for a position. Evelyn came to us via a colleague who already works on the ward at Crowborough, she heard such good reports that she also applied for a position!

We still have a vacancy for full time/part time Night/Day Staff nurse. If you know of any one that may be interested to work with us, please phone the ward to book an informal visit.

HCA Jo Lightfoot is now on an apprentice assistant nurse practitioner course with Brighton University, which is a two year course. This course will enable her to have a better understanding of medical conditions and she will be able to take on a broader selection of skills on the ward, thus supporting the staff nurses. Kasha Szalasny HCA has passed her maths GCSE and her English GSCE Listening, speaking and reading. She has her written exam on 17 November and we all wish her well.

We welcome a Consultant Geriatrician, Peter Tsang, From Tunbridge Well Hospital who will support the local GPs and staff in providing continuity of care and enhancing services for patients at Crowborough Hospital Medical Ward.

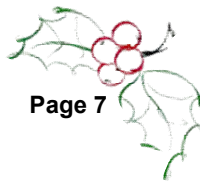
It appears that CQC has completed all their visits and has not felt the need to visit Crowborough. However we have had several informal visits from CCG and Trust executives and the feedback from these visits has been positive.

The Ward is in its second phase of enhancement for dementia patients. This includes signage, blue toilet seats and grab rails and low beds. All the bedrooms on the ward have been newly painted and we would like to thanks Estates for providing this.

We are still awaiting new beds which The Friends have bought and will keep you posted when they arrive.

*Marianne Marden-Grove, Ward Matron*





## FoCH NEWS

### Friends' Day Service

Friday September 29th saw the **Day Service** hosting the annual Macmillan coffee morning. As usual it was a great success, thanks go to Cilla for some wonderful cakes and to Pauline and John Whetstone for organising everything.

It is always nice to have a mixture of people in the centre and between them all £240 was raised.



The Day Service is open on a Monday and a Friday, we are looking for volunteers on both those days who would be willing to come in to support clients with their exercises, just an hour of your time would help us. No experience needed as guidance will be given, we need someone with a positive and happy character who is able to encourage individuals. If you are interested please feel free to call Jane (manager) on 01892 653133. Also if you are interested in volunteering for a whole session on a Monday we would be glad to hear from you.

*Jane Hayward, Manager, Friends of Crowborough Hospital Social Day Service*

### A new minibus has been purchased.

During the summer, after thirteen years of faithful service, the Friends' minibus finally went to the great scrapyard in the sky having been declared beyond economical repair during its pre MOT check. The minibus had mainly been used to bring people to the Day Centre on Mondays and Fridays for social activities. The search was then on for a suitable replacement vehicle that met the requirements of the Day Centre. I'm pleased to say we have found such a vehicle.

I and another driver, Clive Goddard, travelled up to north Kent to view the vehicle. Clive ran his very experienced eye over the minibus and between us we decided that it met all of our requirements. It is a VW Crafter. It has seating for 12 passengers and in addition it will carry a passenger seated in a wheelchair. Like our old minibus it is equipped with a tail lift for use by wheelchairs and less mobile passengers. The minibus will eventually be sign written to include the hospital logo and the Queen's Award for Voluntary Service



Please note, we are still on the lookout for drivers. We have lost three recently, hopefully temporarily, so it would be nice to get a few spares! Please contact the Friends' Office for further information.

*Jim Kingsford, Transport Manager*

Note: Jim & Clive did most of the leg-work to ensure that what was purchased was suitable for our needs. It was excellent work by them and it will be so good to have a reliable 'bus going into winter.





## FoCH NEWS

### SHOP NEWS

Charity Xmas cards, wrapping paper, labels, money wallets and small gifts are now in stock. Our jars of homemade jams and chutneys with their little hats make splendid gifts.

I would like to thank everyone who has donated their time making gifts and knitting for us: The knitting and nattering group, Judy Mercer and her Mum who live in Nottinghamshire and have been sending us parcels of beautiful baby knitwear. Thank you Hilary and Sarah for the preserves also Jeanette for the produce and splendid bottles of organic apple juice. Not forgetting Jackie who is always arriving with goodies and Chris for the lovely lavender bags.

We are very grateful for the time given by our shop ladies and are now looking for someone who can work in the shop for two hours on a Friday morning. Please leave details on 01892 664626 and we will return your call.

*Maureen Bagwell, shop manager*

A lovely card with photos has been received from a little boy and his Mum:

“To all the lovely ladies who knit the most beautiful items to buy in the Crowborough Hospital Shop. Thank you so, so much. My Mummy dresses me in pretty much only your jumpers and cardigans. I have been wearing them since I was a newborn and they keep me very cosy, snuggly and warm...” LM



### FORTHCOMING EVENTS

Singing for Fun will be performing a concert as usual in aid of FoCH on Monday 11<sup>th</sup> December at 7.30 at All Saints Church. This is always a very enjoyable event as well as raising funds for FoCH. Refreshments will be available. Everybody is welcome. Admission by donation. Please keep an eye out for further details in local press.





## DONATION PURCHASES and REQUESTS

### Donations and Purchases

Group donations were gratefully received from:

Fran Nobles, yoga class £42.50  
 St Johns WI coffee morning £95  
 St Thomas Mayfield Summer Fete £970  
 High Hurstwood WI £40  
 Martlets court collection box £317.52  
 The Art Group's sale of paintings displayed in the hospital £280  
 The International Church of Scientology following their gala concert £57,500

**Individual donations and subscriptions amounted to £420**

Collection Boxes totalling £418 were received back from:

Boars head  
 Value Essentials  
 Chappells pharmacy  
 Catts Inn  
 Kings Arms  
 Poundfield Stores  
 News Plus  
 Zest  
 Rotherfield Stores  
 Morrisons pharmacy  
 This and That  
 Dorset Arms Withyham  
 Field Buss  
 Nevill Crest and Gun  
 FoCH Shop

As always, we are extremely grateful to all donors, friends and businesses who so generously support us with their unconditional gifts.

**In memoriam gifts and legacies** were received totalling £50660 in respect of the following:

- The late Lily Walker
- The late Ronald Leslie Butt
- The late Jean Ann Adams
- The late Robert Jones
- The late Valerie Watson

We extend our condolences and our grateful thanks to the families and friends of these people.





Caring for the Heart  
of the Community

### Friends of Crowborough Hospital

Crowborough Hospital  
South View Road  
Crowborough  
TN6 1HB  
Phone: 01892 664626  
Fax: 07092 865667  
Email: [info@foch.org.uk](mailto:info@foch.org.uk)  
Web: [www.foch.org.uk](http://www.foch.org.uk)

Registered Charity No. 231379

Inland Revenue Charity Code:  
YAF88PG

*Merry Christmas  
And Happy  
New Year!!*

## Membership of the Friends

We hope that those of you who are not already Members would be interested in joining the Friends.

Membership is just £10 a year, or you can become a life Member for a larger sum. If you would like details of this, please get in touch.

If you would like to pay by standing order, we would be happy to arrange this for you.

For those who are tax payers we can arrange (at no cost to yourself) for the Inland Revenue to make an additional payment to us equal to the amount of tax that you would have paid on your donation or membership (Gift Aid). In this way, your donation can be of even greater value. Changes made by the Inland Revenue in respect of how Self Assessment tax forms are completed for charitable donations mean you will need the Code (shown above) if you complete such a form.

As a Member you can be as involved as you wish, joining one of the committees, or just supporting the work of the Friends by attending events during the year.

If you would like further information on any aspect of the Friends or would like to become a volunteer or a Member, please get in touch with us at the address above, or by phone or e-mail.



### Office Opening Times

*The Friends' Office is not manned every day due to lack of volunteers. If we are closed, please leave a message; written, telephone or e-mail and we will contact you as soon as we are able.*

*Mail can be left in the black letterbox outside the office.*



## Donations / Membership

I/we would like to make a donation to support the work of the Friends of Crowborough Hospital.

Our donation includes a £10 membership subscription (yes/no).

I/we enclose a donation of £ .....

The Friends may reclaim tax ..... ☐ (Gift Aid)

Name .....

Address .....

Post Code .....

Telephone .....

E-mail .....

Date .....

Please send details of how I/We may make regular donations ☐ (Standing Order)

Donations should be returned to:  
Friends of Crowborough Hospital  
Crowborough Hospital  
South View Road  
Crowborough TN6 1HB

Nov '17