

friends connect

Hospital & Community Friends 'Caring in Partnership'

Issue 11 Summer 2005

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Looking at the work of the Friends in hospitals across the UK

Friends update

News from groups across the UK

Shop talk

NAHCF scores for Friends
Snack trolleys with Masterfoods

Membership services

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Celebrating the inspiring work of Friends across the UK



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By Baroness Emerton

Dispelling myths, making Friends

In the last few months, I have had the privilege of meeting many of you. I have been as far north as Stornoway in the Scottish Islands, to the regional meeting in South East England at the other end of the country.

David Wood and I have been travelling the country with different members of the team to share the Roadshow 'Change in a Changing World.'

This is to explain and consult with local groups on changes in our constitution which are vital to comply with the Charity Commission.

I would agree it has been tiring (David admitted waking up on a train and not being sure if he was travelling to or from work) but it has been worthwhile. We have answered queries, dispelled myths, and most of all made new Friends.

If you have any queries at all about the new constitution, I would really encourage you to contact Geoff Hammond at Head Office who will be happy to explain all the proposed changes. ■

Baroness Emerton DBE DL
Chairman



Friends Connect is published by the National Association of Hospital & Community Friends (NAHCF). For more information about the NAHCF, visit www.hc-friends.org.uk.

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Friends Connect is available in alternative formats please contact us for details. Printed on paper sourced from sustainable forests.

Charity no. 210391

Payroll giving schemes

A new fund-raising scheme has been adopted by The Friends of Darlington Hospital in conjunction with other local charities in Crowley, Sussex. The scheme is called Payroll Giving and it enables charities to encourage local businesses to see if their employees will consider donating a small part of their salary monthly to the group of local charities.

Each donor could qualify to receive a tax relief and for the first £10 donated by employees, a grants programme will match it. There also will be grants offered for small businesses to encourage donations from their employees.

● For further information visit:
www.givingcampaign.org.uk and
www.payrollgivinggrants.org.uk.

Six steps in starting payroll giving:

1. Form a consortium of around five local charitable groups to share the work and the proceeds.
2. Draw up an agreement to make clear the understanding between the charities involved.
3. Approach the local council, a large local business or grant funding body to raise the funds to start the scheme (e.g. for printing leaflets etc.).
4. Recruit two volunteers to administrate the scheme and to contact prospective companies for an appointment to explain the scheme.
5. Launch the initiative publicly to ensure that local companies are already aware of the scheme before they are approached.
6. Appoint a lead person from each charity to take a share of the appointments received from companies who want to find out more about the scheme. ■

Head office news

Conference season hits again

Conferences and road shows have been held over the last few months for Scotland, Wales and regions of England. Baroness Emerton, Regional Chairman and staff have been exploring with Friends the future of the NAHCF.

Wales enthusiastically greeted the changes of the National Body, and Regional Chairman Phil James spent the afternoon working through a new structure for Wales; there were volunteers for posts by the end of the day! The South East Conference was organised by Ann Caffyn and was very well attended. Three regions joined together as one at Cadbury's in Bournville and were treated to enthralling discussions and plenty of chocolate!



Clockwise from top: England South East, Wales, Yorkshire & the Humber and England North East, Scotland and London.

Head office news

All change at the NAHCF

As you know from the question and answer leaflets which we have issued during the last few months, at this year's AGM on 2nd November our Board will propose a resolution that the legal status of the NAHCF should be changed from an Unincorporated Association to a Company Limited by Guarantee.

The conversion will not affect the status of member groups, nor the NAHCF's relationship with you.

One very significant change – which requires action now – will be disbandment of the current Board of seventeen Trustees and the Executive Committee, and their replacement with a new Board of eleven Trustee Directors. In addition to the Chairman and Deputy Chairman, both of whom will be elected, there will be four more Elected Directors and four Appointed Directors. The Honorary Treasurer, too, will be an Appointed Director.

The new Board will be expected to attend the last meeting of the current Board early in 2006, and will then take office on 1st April 2006.

The four Elected Directors:

- two will be elected by the Regional Chairman's Committee (all of whom will themselves have been elected by you)
- two will be elected by our member groups, at the AGM for initial terms of three years.

To qualify for election, candidates must have:

- minimum of two years' experience in NAHCF at national, regional, county, or member group level – and preferably at more than one such level
- experience of board or committee work and procedures
- knowledge and understanding of trustee responsibilities is desirable.

Additional Directors

The four Additional Directors will be appointed by the Board for initial terms of three years, and they may be re-appointed annually thereafter.

To qualify for appointment candidates must have:

- experience in industry or commerce or the health or social sectors.
- a working knowledge of the voluntary sector
- experience of board or committee work and procedures. ■

● If you are interested in standing for an elected post, or in being considered for an appointed post, please write to me at NAHCF office clearly stating in which post you are interested and marking the envelope for my personal attention. We will then send you the job description and supporting information.

Your letter should be accompanied by your personal prospectus which must be limited to one side of A4.

The closing date to submit your formal candidacy for an elected post is 9th September 2005. The closing date to submit your formal candidacy for an appointed post is 31st December 2005.

David Wood, NAHCF Chief Executive and National Returning Officer.

Honours and awards

National Honours

Congratulations are in order to Friends who were honoured in the Queen's Birthday List, published earlier this year. Mr. Reginald Goldsworthy of Southmead Hospital League of Friends and Mr. John Hughes, Chairman of Morrision Hospital League of Friends were both awarded an MBE. ■

● Details on how to nominate Friends for National Honours can be found in Issue 10 of Friends Connect, available to download from www.hc-friends.org.uk/publications.

Beacon Prize

David Howden, Chairman of NAHCF member group Support After Murder and Manslaughter (SAMM) South East has been highly commended after being nominated for the prestigious Beacon Prize 2004 for his philanthropic activities.

The Beacon Prize is an initiative to raise the profile of philanthropy in the UK, awarding individuals whose giving, whether it's through time, money or expertise inspires others to do more.

He was nominated in the category of leadership for his work in supporting families and friends of murder and manslaughter victims and his contribution to the training of volunteers, support organisations and police forces over the last 19 years.

'We were thrilled with the quality of nominations received this year, reflecting the depth and extent of charitable activity in the UK,' said Emily Stonor, Chief Executive of Beacon. 'Being highly commended is thus truly remarkable. David Howden's nomination was judged alongside those for prize winners such as Sir Bob Geldof and Jamie Oliver. We are delighted to recognise David's contribution to charity, and we hope that his success story will be an inspiration to many others.'

David says, 'This is the second time I have been afforded this recognition from The Beacon Fellowship and it must be shared with my fellow trustees, and the members of our self-help charity SAMM South East. We will all be encouraged by this recognition.' ■

Order of Mercy Awards 2005



Mrs. Margaret Hardy (left) and Mrs. Mary Fairweather JP being presented the award by Sir Robert Balchin.



Every year The League of Mercy Foundation honours volunteers who have given remarkable service for at least seven years or more. Fifty people are chosen annually for the award. Winning Friends this year are Mrs. Margaret Hardy

of The League of Friends of Louth County Hospital, Lincolnshire, Mrs. Mary Fairweather JP of the League of Friends of Orsett and Thurrock Hospitals, Grays Essex and Mrs. Glenys Herbert, Rampton Hospital League of Friends. ■

Hospital Award Winners



Sally Dring accepting the award.

Northampton General Hospital Trust came together to recognise the accomplishments of its staff by holding a delightful award ceremony which was open to those working within the health sector in areas such as Leicestershire, Northamptonshire and Rutland. Also in attendance were England's Chief Nursing Officer, Chris Beasley, the Trust's Head of Patient and Nursing Services, Joan Rumsey, and Chief Executive Andrew Riley.

The ceremony consisted of 120 nominations in nine categories. One of the nominations included Sally Dring, who won Improving Patient Experience at the Point of Care Award which involves transporting mobility impaired patients and visitors throughout the hospital. Sally concluded "I'm delighted and proud to receive this award, which highlights the value of the volunteers who provide many different services to the hospital." ■



Hospital Friends

The NAHCF and Friends Groups have had a long history of supporting hospitals – longer than that of the National Health Service itself. The following pages are a celebration of just some of the inspiring work that is carried out daily by thousands of Friends across the UK.

The history of the Friends

Health care institutions date back to medieval times. Hospitals and infirmaries were mainly under the control of the Church and monastic orders. With industrialisation in the 1800s came rapidly expanding populations. Healthcare became more systematic with the introduction of Asylum Boards and Local Authority Management Boards. Up to the Second World War, wealthy areas were able to develop higher standards in healthcare and treatment, but the poorer areas found it very difficult to obtain funding without any support from the National Exchequer. The hundreds of voluntary hospitals formed a Hospital Association, eventually becoming the British Hospital Association. This led to the foundation of the National League of Hospital Friends in 1949.

Friends Groups enjoy a unique history amongst healthcare volunteers. They trace their heritage back to long before the birth of the NHS and the development of our modern health care system.

During the first half of the century, with poverty and deprivation wide-spread, healthcare in the UK needed strong support from voluntary organisations such as Hospital Associations and Contributory Schemes,

Linen and Brick Leagues, Ladies Associations and Comfort Guilds.

Hospitals were built and maintained and key aspects of support such as clean clothing and laundry for patients were provided through voluntary efforts.

When the NHS was introduced in 1948, many voluntary groups were naturally concerned about their future role in the new system. Many wanted to carry on helping the organisations with which they had forged such strong ties.

With the help of the representative body for hospitals of the day, the British Hospitals Association, they approached the architect of the new NHS, Aneurin Bevan, for the answer. His reply was immediate; there would always be a place for personal and voluntary services within the public health care system. Voluntary fund-raising, support and care would continue to play a part in providing the best quality of care for patients.

On 24th March 1949 the British Hospitals Association held a meeting with 45 Leagues of Friends from around the country, to form their own representative body, today known as the National Association of Hospital and Community Friends.

As demands on the NHS and social services continue to increase, Friends will remain part of the solution. Drawing strength from their long experience in health care, Friends volunteers can help to meet the challenges of the future. Part of the role of the National Association of Hospital and Community Friends is to increase the scope of the work of its members.

In the new Millennium the NAHCF is still helping groups to establish new projects, both in hospitals and in the wider community, by providing support, advice, grants and insurance. Of course, volunteering is always about people – and it is through their ability to provide local solutions to local needs that Friends will continue to make a difference. ■



Left: Mary Robertson and Pam Mortensen.



Middle left: Eileen Mace and Francis de Jersey.
Above: Sue Kent and Viola de Moubray.
Left: The Jersey Committee enjoy dinner.



the island, finishing with a tour of the hospital. Established in 1973 the Friends support the small hospital, which has 24 beds, provides a minor injury unit, a radiology bed and a maternity room.

Services provided by the Friends include a trolley and flower service, as well as presents for the patients at Christmas. They have also given a great deal of equipment to the hospital over the years, including heart monitors and scanners. Last year, the Friends refitted an ambulance for over £10,000 and donated another £20,000.

Jersey

Eventually, after heroically battling, 'planes, boats, fog, 30 foot waves and seasick passengers, Terry arrived on Jersey just in time to miss the AGM. However, there was still plenty of time to have a tour of the island and meet the Friends.

Being the largest out of the three groups, the Jersey Friends have over 250 members and over 100 active volunteers. They provide a newspaper delivery service, ward trolley service, library, flower service and two day centre trolleys. The League also receives a percentage of the sale price of paintings by local artists in their coffee shop, run for 18 years by Sue Kent and Viola de Moubray. Volunteers also offer special services to a few clinics such as Gynaecology & X-ray and they also support the local Mental Health Hospital.

The Hospital's current income ranges from £25 – £30,000 p.a. and has received between £50 – £60,000 from the League during these past years.

Says Terry, 'Everyone was so welcoming and kind, giving up their time to meet, share a meal with me and show off their beautiful islands, each one so very different from the other. Alderney is remote, wild and rugged with bunkers and battlements dotted all the way round the island. Guernsey is quaint, quiet and full of British charm. Jersey is cosmopolitan and elegant, but very beautiful with plenty to do and lots of fabulous shopping! Here's hoping I get another chance to meet my new Friends in the not too distant future.' ■

Adventure on the Islands

Not feeling as involved in the National Association, the Channel Island Friends had not had an opportunity to attend a conference nor receive a visit from a representative from the NAHCF. So after being invited to the Jersey Friends Annual General Meeting, Terry Bishop, NAHCF Regional Development Officer for the South East relished the chance to visit these three very unique groups of Friends.

Guernsey

Terry's first stop was Guernsey. Once a TB Hospital, The King Edward VII Hospital offers outstanding services such as four wards with long stay, continuing care, and day units all in the comforts of gorgeous scenery. The Friends may only be a small group, with about 12-16 members, but they do a great deal in support of their hospital.

Active in raising funds, the Friends hold coffee mornings, run a summer fete and a concert in the autumn for staff and patients. Last year they donated over £5,000 and since 1980 they have given over £47,000 to the hospital. The Friends also give presents to all the patients at Christmas and on their birthdays.

Terry was also introduced to great contributors to the League whose presence has been felt a great deal by the community. Eileen Mace and Francis de Jersey, have been with the League for a number of years and continue to provide time and future support for the League. Eileen Mace, the Chairman, originally volunteered for the WRVS, but began volunteering for the League as secretary. Now in her 80's, Eileen is still an active member of the Charities Association. Francis de Jersey, has also played an important role in the King Edward VII Hospital League of Friends and not only has been Treasurer since 1997, but started out as an Occupational Therapist.

Alderney

Second on the list was the League of Friends from Alderney Island which is a remote, 'wild and rugged' island. When the weather is bad, the island can be almost completely cut off. One year the islanders had to celebrate Christmas a few days late as the trees couldn't get through in time. Terry was thankful to Pat Magnum, who has been a committee member for ten years, in showing her around



100 balloons were launched to raise awareness of a new Friends Group that supports a mental health hospital in Darlington. A prize will be given to the finder of the balloon that travels the furthest. All the balloons have the 'Friends of West Park Hospital' on them to advertise the new group.

The Friends of St. Thomas Hospital Celebrating 125 years

Celebrating their 125th anniversary, The Friends of St. Thomas Hospital is the oldest League in the country. The Friends of St. Thomas Hospital began in 1880 by a chaplain's wife, as the Ladies Work Party. Over the years in 1904 the Work Party was replaced by the Ladies' Guild. The Ladies Guild objectives consisted of knitting and sewing clothes for unfortunate patients. By the 1920s the Ladies Guild decided to start fundraising in which they earned £70 for their first jumble sale.

Continuing to expand their fundraising activities, the Guild in 1947 began trolley services for wards, reading to children in wards, and organising hairdressing for patients. By 1959 at the first Christmas Bazaar the Guild raised £138 which further established them as a respectable and substantial League. The Ladies Guild then changed its name to The Friends of St. Thomas' Hospital in 1967.

Even in July 2000, The Friends of St. Thomas Hospital was honoured with the opportunity in participating in the Queen

Mother's 100th birthday celebrations on Horse Guards Parade, in which six members of St. Thomas Hospital represented the National Association thanks to Roy Green, former NAHCF London Chairman.

The Friends of St. Thomas' Hospital also had the honour to celebrate the National Associations' 50th birthday in which they were given 1000 roses to be planted in the Hospital's garden located near the Gabo Fountain next to Westminster Bridge. Each flower bed was dedicated to NAHCF areas in the UK. 'The Friends of St. Thomas' felt very privileged to be asked to be involved in these two important occasions and hope that our close relationship with the National Association will continue for many years.' said a member of the Friends group.

Volunteering in the Third Age

VITA stands for 'Volunteering Initiative for the Third Age'. It is a Home Office funded project, working to raise the profile of older volunteers, especially those over the age of 65. VITA is expected to run for two years in the first instance. It is co-ordinated by WRVS, but directed by a steering group of organisations from the voluntary sector.

Older volunteers are good news for voluntary organisations, with skills and abilities acquired over the years, as well as maturity and reliability. Older people who volunteer are usually fitter and happier. But often we let older volunteers go, or don't recruit them in the first place.

VITA aims to promote the value and impact of older volunteers and to increase the number of over 65s volunteering by removing barriers across the voluntary and community sector. It aims to promote best practice within organisations and encourage older people to value their skills enough to want to use them within their communities.

NAHCF is a partner working with VITA as a member of its Steering Group, and we hope to be able to tell you more about VITA as the initiative develops.

● www.vitavolunteering.org.uk.

Exciting times for volunteering



Alan Smith, Young Peoples' Volunteer Coordinator (back row, middle) with the team.

Sheffield Teaching Hospitals (STH) NHS Foundation Trust is currently developing a Youth Volunteering Project. Following on from a highly successful 3 year Millennium Volunteer Project funded by the DFES, the objective of this initiative is to encourage young people, particularly those who may otherwise be socially excluded into volunteering.

Volunteering within the trust will enable young people to gain valuable skills, increase confidence, help them gain employment and to develop personally. Alan Smith the Young Peoples Volunteer Coordinator for Sheffield Teaching Hospitals will be leading this project.

This is a very exciting time for Sheffield Teaching Hospitals. The official launch of the Youth Volunteer Project is currently being organised for early 2006, a popular celebrity will be in attendance in addition to members of the local Council, and community, current young volunteers and anyone interested in becoming a volunteer. The aim of this event is to raise the profile of the Youth Volunteering Project and to thank our current young volunteers for their efforts and hard work and to recognise their achievements. Sheffield Teaching Hospitals is an



“We are committed to the belief that volunteering develops strong relationships between the hospitals and local communities which they serve”

amalgamation of five Sheffield hospitals. This offers great opportunities for the Youth Project as it means we can offer a wide range of volunteer placements across the city.

On site there is an excellent Education and Training Department and the University Health Sciences Library, both of which have already agreed to offer their facilities to volunteers. This would potentially gain the hospital a skilled local work force and address some of the Government objectives whose aim is to reduce social exclusion and isolation.

STH currently have almost 2000 volunteers, 300 of which are young volunteers aged 17–24 years. Alan will be introducing a personal development plan for young volunteers, guiding volunteers through their placements and providing accredited training opportunities, as well as forming a Youth Parliament with a group of young volunteers tackling issues such as 'How Friendly is STH to younger people?' and giving younger people a chance to voice their opinions and an opportunity to really make a difference.

Alan says, 'We want our young volunteers to represent the diversity of the local community in every respect, particularly those from areas of poverty, black minority ethnic groups and

young people with a disability, as well as being strongly committed to the philosophy of volunteering, providing learning and satisfying experiences for young people which are worthwhile and meaningful. We are committed to the belief that volunteering assists in the development of strong relationships between the hospitals and local communities which they serve'.

The STH Youth Project will continue to address social issues in the areas in that it will engage young volunteers in constructive activities and encourages them to contribute to the community. It is the Youth Projects' belief that if young people are engaged in a project, which occupies time and gives them a focus, they are less likely to engage in crime.

Sheffield has been identified as ranking 25th out of 354 local authorities in England in 1998 Index of Local Deprivation. Previously the MV project was based in the Burngreave area, which is the largest of 6 wards with the highest levels of deprivation and unemployment. 39.7% of local households are on income support and around 40% of children in the local area live in households with no wage earner. The local community is a multi racial community, with 25% of people coming from black and minority ethnic groups.

The trust is one of the largest employers in the area and is committed to local regeneration, community initiatives and out reach programmes. With Alan now in place as the Young Peoples Volunteer Coordinator, the Youth Project will now become established in the other sites of the trust, which are located at the other side of the city. This will give increased potential for attracting more young people from across Sheffield City. Furthermore the expansion of the Youth Project to PCTs and GP practices across the city will offer more geographical locations for placements. The wider variety of placements will mean that young people get a chance to volunteer within their locality if they are not able to travel to the hospitals. ■



Above: Friends at the Scottish Regional Conference.



From left: Donald Martin, Chairman of the League of Friends of the Western Isles Hospitals, Gordon Martin, Chairman of the Turriff Hospital League of Friends, Scottish Regional Chairman Christina Cameron, NAHCF Honorary President Lord Fraser and NAHCF Chairman Baroness Emerton.

Remote, Rural and Ready to Go!

For the first time in Stornoway on the Isle of Lewis, the Scottish conference and Annual General Meeting was held with over 50 delegates. The delightful two day event was held in the Ospadal nan Eilean, The Western Isles Hospital. Welcoming the delegates to the island in Gaelic, Alex Macdonald the Convener of local authority (Comahirle nan Eilean Sair) and Christina Cameron, NAHCF Chairman for Scotland addressed the Conference with the first opening statements of the event.

'Remote, rural and ready to go' was the theme of this year's event. It pertains to the sources of fund-raising for Leagues, which was addressed by Alasdair Nicholson, the Chief Executive of Voluntary Action Lewis. Introduced next was the Faire Project that began as 'a service to the islands' for the elderly and home bound and has now developed into a 'life-line link with all emergency services including NHS 24' which was given in a presentation by Ian MacPherson, the Coordinator of the project. The next presentation addressed was of the Western Isles Health Board's approach in tackling the challenges of health service provision in rural and

remote areas. David Currie, the Chairman of Western Isles Health Board further elaborated on the difficulties of these provisions versus the difficulties of Urban Health Boards on the mainland.

After an evening of entertainment, volunteers both past and present received a tribute from Mr. Alexander Matheson OBE, the Lord Lieutenant of the Western Isles, for all of their contributions to the League over the past 25 years. Each volunteer received a Commemorative Certificate of Appreciation for their services, which was presented by the NAHCF's Honorary President The Lord Fraser of Carlmyllie QC.

NAHCF Chairman, Baroness Emerton opened up the second day of the event with the presentation 'Change in a Changing World', that addressed future alterations to the structure of the National Association and other 'implications for regional representation'— leading to some animated discussions. ■

FINCH soars to new heights

Set up in 1997, the Friends in Community Health (FINCH) started out as a befriending and support service for people with mental health illnesses in Warrington. Since then, as the demands of the service users have grown and changed, so the services offered by FINCH have increased to match.

What started as a befriending grew into a befriending and leisure service that in turn expanded into an organisation that offers a whole raft of services. With two paid staff and around 50 volunteers, FINCH now provide advocacy services, volunteering opportunities, access to employment, educational support, support in the community and access to direct payment advice. FINCH are currently working with local educational establishments including John Moores University to provide education for the service users and training for volunteers and carers of people with mental health problems – a first for this kind of project.

One of their most recent successes was working with local employment agencies to find employment for 50 people with mental health illnesses at a local Tesco supermarket. Phil Edwards, FINCH Project Coordinator says that FINCH's main purpose is to open doors for people with mental health problems and to ensure that the stigma attached to mental health is a thing of the past.

FINCH are now working closely with the Five Boroughs Partnership NHS Trust to expand their operations to all of the boroughs covered by the trust.

Nicola Dickens, NAHCF Regional Development Officer for England North West and Northern Ireland says 'FINCH are a complete pleasure to work with, they are innovative in their ideas and are developing fantastic resources for mental health service users throughout the area. They provide a complete service and have gained a great deal of respect with volunteers and service users. FINCH work closely with the Trust and have developed a professional partnership with other organisations within the area that rely greatly on their services.' ■

Friends update

'Hazard Path' helps make the outside world less dangerous



The Friends of the Countess of Chester Hospital have generously donated £920 to the Therapies Department for a 'Hazard Path.' This new facility is designed to help patients with limited mobility cope when they are back at home and in the outside world.

The path includes many different surfaces and obstacles, such as a gravel drive, an uneven brick path, wooden decking and textured pavings. These are the kinds of surfaces that patients will encounter when they return to their home environment, so getting the chance to practice walking on them beforehand is very useful and will help build up their confidence. People who attended the Amputee Clinic, Rheumatology patients, as well as people recovering from a stroke will all benefit from this facility.

Friends Chair Jane Lucas said, 'This is exactly the sort of project that our fund-raising efforts should support. We have been able to help the Therapies Department create an environment that will greatly benefit many of our patients.'

Friends help hospital utilise the best technology

Thanks to the League of Friends, the Chalfonts and Gerrards Cross Hospital now has a digital X-ray machine that will allow images to be sent to specialist hospitals faster, a vital service to see if patients need to be transferred for further treatment.

The X-ray machine was funded by the £97,000 given by the Friends, one of the biggest donations in their 50 year history. Richard Worrall, Chairman of Chiltern and South Bucks Primary Care Trust, said that the modernisation of the X-ray department will reduce the number of patients who would have had to travel long distances to larger hospitals for the procedure.

Hospital receives generous donation for vital monitors

The Friends of the Royal United Hospital in Bath donated over £400,000 for needed items in the hospital over the past 14 months. Of the donation, £350,000 was used to buy 29 new monitors, 14 for use in the Intensive Therapy and High Dependency units and the other 15 for use in the newborn Intensive Care Unit.

The Friends have taken a special interest in the intensive care unit ever since they contributed to a self-contained unit with its own sitting room and kitchen for the ITU back in 1955. The room is for the relatives of patients to use during the anxious waiting hours. The Friends have received many letters of thanks from appreciative relatives.

Tessa Berridge, Chairman of the Friends, said, 'It has given us great pleasure to have presented these monitors, essential for staff to continue their highly-skilled and dedicated work.'

Summer evenings



The Friends of Yeovil Hospital publicly celebrated their second Music on the Lawn event this year and raised over £1,600!

Many delightful performances took place such as a Vera Lynn voice double and virtuoso performances by two young violinists Shwetha Pradeep and Sarah Morely, along with the accompanist Robert Hunter.

Other performances included the South Somerset Choral Society, directed by Richard Barrell, The Big Bad Wolftones, and the Chandos Jazz Band which was led by Julia Harvey and introduced members of the Jazz Workshop Group led by Bob Hitchings. All earnings from the year's proceedings will provide refurbishing in side rooms, upper limb exercise for stroke patients, new ward reception areas, patient operated acute pain control pumps, and the remaining funds will go to the New Somerset Academy.

Friends celebrate 50 amazing years



NAHCF Chairman Baroness Emerton with St. Cross Chairman Tony Cousins.

On the 18th April NAHCF Chairman Baroness Emerton visited the Friends of the Hospital of St. Cross to attend their 50th Annual General Meeting. Baroness Emerton and the hospital's managing director addressed the AGM and discussed the many opportunities for Friends groups to work in partnership.

Over the last 50 years the group has donated an amazing £2.4 million to the hospital and now has over 200 volunteers whose activities range from fund-raising to running a help desk.

Friends Chairman Tony Cousins said, 'We had a memorable AGM with two eminent guest speakers. It was a good opportunity to thank our volunteers and everyone who supports our fund-raising efforts. It is both a pleasure and a privilege to be part of such a wonderful organisation and we look forward to the next 50 years.'

Long serving Friends honoured



Just ten Friends from the Good Companions of Holywell Hospitals have notched up 256 years of volunteering time between them. Betty Winter (29 years), Bob Winter (29 years), John Saunders (41 years), Vera Hopwood (17 years), Betty Marsden (25 years), Tom Hopwood (17 years), Jean Saunders (41 years) Megan Sibeon (24 years), Ruth Parry (20 years) and Wenna Dickinson (13 years) were presented with long service awards by John Saunders, Chairman of the Good Companions. What a fantastic achievement!

Year of the volunteer



Gisela Stuart MP, Dora Lee and Terina Kassanis, Volunteer Coordinator.

The Royal Orthopaedic Hospital League of Friends has recently succeeded in recruiting their two hundredth volunteer.

With only 600 retained staff at the hospital, the Friends must have the highest ratio of volunteers to staff of any NHS hospital.

Dora Lee, who has just celebrated her 90th birthday was met by Gisela Stuart, Dora's local MP to congratulate her and thank her for her support.

Champagne & cake



Shepton Mallet League of Friends in Somerset celebrated their 50th Annual General Meeting on 20 April 2005 with a special 'Champagne and Cake' party after the meeting.

It was a particularly poignant occasion for several reasons. Mrs. Iris Buckler was confirmed as President – her late husband Dr. Buckler helped to establish the hospital and League all those years ago.

A minutes silence was observed for four members of the League who had passed away during the previous year. This was a very moving gesture and some very nice words were said by the Chairman Mr. L R Bays Esq. OBE. The Chairman then thanked the committee for all of their hard work over the year with special thanks going to Mrs. Ruth Lyde for her dedication as Secretary.

Childrens' room to stimulate the senses

Thanks to The Friends of York Hospital and a donation of £10,000 a new sensory room has officially been open that aids children with learning disabilities by stimulating their imagination with light and dark therapy equipment. Originally an idea by the Children's Ward Nursing Team, Jill Crampton, Ward Modern Matron, and colleagues worked with the help of the trust's physiotherapy department and other companies to successfully develop an efficient environment that will fully aid children with learning difficulties and better their development.

New orthopaedic suite



Wendy Bray, Rosemary Neal, Neil Bray, Stuart Nye.

Medical staff and members of the Friends of the Eastbourne Hospitals came together on the 13th July 2004 to say thank you to Rosemary Neal and family for their generosity and to proudly show them the newly named Geoff Neal Orthopaedic Theatre Suite.

Geoff Neal, who died in May 2000, made the generous bequest of two factories in his will to the Friends of the Eastbourne Hospitals, for the benefit of the people of Eastbourne. With the support of the Neal family, the Friends sold the factories to make major improvements in the two orthopaedic operating theatres at the DGH. A new system of sterile airflow was installed into both theatres, plus the purchase of other essential equipment.

Friends involved in national Volunteers' Week



Ann Beard, Hospital Manager and Marlene Froggatt, Volunteer Supervisor, doing a shift behind the Tea Bar for the Friends of Ashfield Community Hospital, Nottinghamshire during National Volunteers' Week. This busy Tea Bar is run by a team of dedicated and cheerful volunteers providing a regular source of funds for the Friends. Ashfield & Mansfield Primary Care Trust provided a coach for an outing to Whitby as a thank you to volunteers for their hard work throughout the year.

Young artists brighten halls



The theme of happiness covered the walls of the Royal Oldham Hospital as youngsters from New Bridge School made colourful artwork to brighten up the halls of the Hospital. Each work of art has a picture of the artist and what motivated the piece of work that they have created. Thanks to Karen Bingley, who teaches special needs children of secondary school age, who has put a huge effort into the project making it a great success.

Let us know what your friends group has been doing. Send your stories and photos to newsdesk@hc-friends.org.uk, or to the address on the inside front cover.

Please get your stories to us before 14 October 2005 for inclusion in the next issue. Thank you!

Shop talk

NAHCF scores for Friends



David Elcock with Chelsea FC mascot 'Stamford the Lion' (David is on the right).

Friends retail outlets that currently sell soft drinks are shortly to receive some free Point of Sale materials to increase their sales of Lucozade Sport. NAHCF Membership Development Officer, David Elcock recently played football at Stamford Bridge, the home of Premiership Champions Chelsea FC. This was part of the launch of the Lucozade Sport on pack promotion which gives customers the opportunity to win 'Legendary FA Premier League Days'. This visit secured a win for Friends retail outlets and Lucozade have agreed to supply Point of Sale materials free of charge for Friends to increase sales of their product. You'll also be pleased to know David missed a penalty! ■

Contact

For all things to do with Corporate Partners and Shop Talk please contact David Elcock (Mon-Wed) 0845 4500285 or email david.elcock@hc-friends.org.uk

Updates

Christmas 2006

Yes you read that right. NAHCF have teamed up with Impress Publishing to bring a Christmas Card scheme for 2006. This has sparked a lot of interest with Friends Groups who will be able to personalize cards with their groups' details in reasonable quantities and at a very affordable price. The Christmas card market works a year ahead so please register your interest for 2006 with David Elcock now.

Affordable greetings

Friends retail outlets will shortly be receiving a mailing from our newest corporate partner, greetings card supplier Noel Tatt. We have negotiated an exclusive deal for Friends at 10% off wholesale price. The deal also comes with options to receive free attractive display racks and great payment terms. If your Friends retail outlet does not receive our Shop Talk mail outs please contact David Elcock and he will add you to the list.

Exclusive summer water offer

Volvic Water, a product of Danone, is offering an exclusive promotion to Friends Groups to 'buy two get one free' on packs of 50cl bottles of Volvic. This offer is only available through Palmer & Harvey who serve over half the Friends Shops with their delivered wholesale service. More details can be found on the back cover. ■

Snack trolleys from Masterfoods

As part of the NAHCF's Corporate Partner scheme we have teamed up with Masterfoods to bring member groups the opportunity to purchase a brand new mobile snack trolley so that you can take your shop to the wards. A tubular steel frame finished in silver powder coat provides display space for confectionery, fruit and other snacks.

The wire mesh shelves are angled with products facing each side of the trolley so all can see and there is even space for a cash box and note pad. Friends shop trolleys in 2004 alone raised £853,000. As well as raising funds they provide a much valued service to the patients.

Unit dimensions: height 1125mm, width 600mm, length 930mm. ■

● Please call Beverley Partridge of Masterfoods for more information or to place your order: 07747 652246
Cost to groups: between £168-182 inc delivery.



Prototype trolley.

24-30 October

FriendsWeek '05

It's getting nearer. Now is the time to start organising and registering your events. Sounds like hard work? Don't worry – this year we have lots of tools to help you breeze through your planning.

FRIENDS WEEK GUIDE AND BANNER POSTER



At a Friends Week '04 event.

Every Friends group has been sent a Friends Week guide and banner poster with their consignment of Friends Connect. The guide is full of useful information about publicising, registering and planning your event or activity. It is your one-stop-shop for ensuring your group is successful. What's more it doubles up as a banner poster for you to put up in a key place. This resource has been kindly sponsored by Lucozade and Ribena, giving you the energy you need to have a great Friends Week. ■

TRY VOLUNTEERING WITH MAKE A DIFFERENCE DAY



On the 29th of October, Friends Week in partnership with CSV Make a Difference Day (CSV MD Day) hopes to give new people the chance to try volunteering with your Friends group. CSV MD Day is

the UK's biggest day of hands-on volunteering, and 2005 promises to be the best yet! Now in its 10th year, CSV MD Day hopes to involve over 100,000 volunteers in more than 5,000 activities. As Friends Week partners we encourage your group to open your doors on the day (or one week either side) for 'taster sessions' and give everyone the chance to volunteer with you for one day without commitment. You could use it to kick start a new project or get a much needed job done. You never know they may end up wanting to help again, and at the very least it will raise awareness of the great work you do. By submitting a Friends Week event that falls on one week either side of the 29th October you will automatically be registered with CSV Make a Difference Day and receive the free action pack, media toolkit and promotional materials including thank you certificates for all volunteers from CSV. ■

● Visit www.friendsweek.org.uk for the latest updates and resources and to register your event and make it official!

WIN A DIGITAL CAMERA

Thanks to those kind people at Olympus, we have three state-of-the-art digital cameras to give away in the all new Friends Week photo competition.



We are looking for the photographs that best capture the essence of volunteering in Friends groups across the UK.

There are no limits to the number of photographs you can enter, so get snapping and send them in. More details are available online and in the Friends Week guide included with your consignment of Friends Connect. You can grab some top tips on taking a great picture from famous photographer Lord Litchfield at www.friendsweek.org.uk.

Friends Week photo competition in association with Olympus

OLYMPUS

Friends Week is supported by:



Pete's bit...



Dear Friends,

Welcome to the Membership Services pages, a chance to share some news and advice on the issues facing the Friends Groups around the UK.

The theme of Friends Connect, 'Hospital Friends', highlights the valuable work of many of the Friends Groups. It also allows a chance to reflect on the importance of our beginnings and the last 50 years in meeting the needs of patients, their families and staff within the NHS as we look to the future of 'The National'. Our AGM (2nd November) is a date for your diary and will see a formal resolution for a new constitution.

Friends Week is fast approaching and we would like to improve on last year's tremendous success in raising awareness of volunteering in health and social care. To get involved please register any of your activities in October at www.friendsweek.org.uk to make it official!

The SORP for charities was revised and published in March and I have given a summary (right) of the major changes.

Lastly, congratulations go to the League of Friends of Maerdy Ward, Treorchy, Wales, for winning the competition for prompt return of their membership subscription - they have won dinner for two at the House of Lords.

Peter Lewis
Membership Services Manager

● If you have any questions that you would like answered in our magazine please contact me on 0207 307 2574 or peter.lewis@hc-friends.org.uk

Dates for your diary 2005

Scotland Conference
– Edinburgh 5 September

South West Regional Conference – Ringwood,
16 September

South West Regional Conference – Exeter, 17 Sept

Friends Week – 24-30
October

Friends Connect story deadline – 14 October

NAHCF AGM – 2nd
November

If you have any important dates you would like included, please let us know. Email newsdesk@hc-friends.org.uk

Gift Aid audits

The Inland Revenue is increasing the number of Gift Aid audits it performs and with stricter criteria; therefore it is important to follow procedures carefully.

1. Keep an accurate audit trail linking donations to donors (records can be kept on paper or computer).
2. The Data Protection Act 1998 requires you to explain to the donor any use of their information provided other than for reclaiming tax.
3. Gift Aid Declarations must contain the donor's name, the donor's home address, the Charity's name, a description of the donations to which the declaration relates, and a declaration that donations are to be treated as Gift Aid donations.
4. Do not pre-mark boxes on Gift Aid declarations – donors must tick the box themselves. We can supply further information on Gift Aid and ways to register, or visit the Inland Revenue website: www.inlandrevenue.gov.uk ■

This quarter we have had questions about...

SORP 2005 for charities

The Statement of Recommended Practice, Accounting and Reporting (SORP) for charities has been revised and is mandatory for financial periods starting on or after 1st April 2005. Greater focus is on transparency of reporting on the outcome of charitable activities and the impact of the charity on its beneficiaries.

The SORP also gives more guidance on treatment of heritage assets, recognition of grants and donations, membership subscriptions, fund-raising costs and grants payable under contract. The key changes include:

The Trustees' Annual Report

The Trustees Report gives the opportunity to disclose charity achievements in non-financial terms. The report must include:

- names of senior staff to whom day to day management is delegated by the trustees
- the induction and training provided for new trustees
- summary of objectives of the charity and the difference it seeks to make
- details of principal funding sources
- details of any social, environmental

and ethical concerns taken account of in investments and social or programme related investments.

The Statement of Financial Activities (SoFA)

Since 1995 the SoFA provided for analysis of resources expended based on 'functional' split which was not universally understood. SORP 2005 provides for resources expended and incoming resources to be classified more by activity. Incoming resources are categorised as being from generated funds, charitable activities and other activities. This concentrates on how funds are achieved as opposed to the source of the funds.

Resources expended are categorised by charitable activity (achieving charity objectives), fund-raising activity (raising funds for charity objectives) and governance activity (overseeing work of the charity).

It should be noted that support costs are not under a separate heading but should be allocated to a relevant activity. ■

Regional focus

Introducing Nichole Wheaton



Hello! My name is Nichole Wheaton and I came into post as the Regional Development Officer for the London area at the beginning of May this year.

I previously worked for Middlesex Young Peoples Club (MYPC), which is an umbrella organisation for youth groups, as a Club Development Officer.

I was involved in organising activities, fund-raising events and training for young people and youth workers, as well as providing general support to youth groups on various issues. The highlight of my time

there was the summer scheme and residential weekend which I organised and ran. It was great to see the young people having so much fun and giving them the opportunity to try out new and exciting experiences.

I started at MYPC as a volunteer and hope to continue volunteering at various events such as their athletics tournament and annual sponsored walk.

I first came to London eight years ago to study psychology at Middlesex University – before that I lived in Manchester with my parents. My hobbies include horse riding, and playing the piano neither of which I get to do as much as I would like. I also enjoy scuba diving and am a qualified sports diver with the British Sub Aqua Club.

I often dive in Spain where my family has a home, and I try to get over there as often as possible for family holidays.

I am currently studying for a Certificate

in Counselling which I have almost completed and plan to start studying Latin after the summer.

I feel privileged to be part of the team at the NAHCF and have been amazed at the diversity of projects and the dedication of volunteers. All the groups I have met so far have been very welcoming and I am really looking forward to meeting and working with all the London groups in the very near future. ■

● If you wish to contact me my details are:

Nichole Wheaton
NAHCF
11-13 Cavendish Square
London
W1G 0AN
Tel: 020 7307 2575
Email: nichole.wheaton@hc-friends.org.uk

How to...

Carry out a risk assessment

You have noticed that there are a number of cables running across your office floor and you are concerned that you or another member of your team might trip over them. You think this may be the responsibility of someone else in the building but don't think they are aware of the problem.

What can be done?

Ensuring that you and the people around you are working in a safe environment is everyone's responsibility! In this situation you would let others in the office know of the hazard and put temporary measures in place to reduce the risk i.e. by taping the cables down. You could then inform the person responsible for maintenance that your office cables need some attention.

The above situation highlights that periodically it is necessary to look about you and decide whether anything in your working environment could potentially cause harm to you, other volunteers or the public. This is essentially the basis of a Risk Assessment. Risk Assessments are not difficult, although they can take some time.

There are five key steps to the assessment (right) and these outline the basic steps for an effective Risk Assessment. You would want to show that you dealt with all the obvious hazards and that the precautions taken are reasonable and the risk remains low.

If you operate within another organisation's building then it is advisable to know the person responsible for Health & Safety and work alongside them in following their policies and procedures. In addition to risks from buildings it is equally important that assessments are carried out with activities away from premises e.g. visits, outings and fund-raising activities.

If you would like further information please do contact us. We can supply a checklist of potential hazards and an assessment form.

Hazard: anything that can cause harm (e.g. ladders, slippery floor, loose wiring)

Risk: the chance, high or low, that someone will be harmed by a hazard. ■

5 Steps to Risk Assessment

1. Look for the hazards
2. Decide who might be harmed, and how
3. Evaluate the risks and decide whether existing precautions are adequate or whether more should be done
4. Record your findings
5. Review your assessment and revise if necessary

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● For more information you can visit:

www.hse.gov.uk
www.cipd.co.uk

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