

friends connect

Hospital & Community Friends 'Caring in Partnership'

2004 Friends Forum and AGM special issue

Issue 9
Winter 2004/5

AGM
News, photos and more

Friends Forum
Celebrating groups from across the UK

Friends Week '04
Find out what your Friends got up to

Shop Talk
Inflating your profits with Amber Valley Ltd & new tea towel range



About Friends

Over 43,000 volunteer Friends raise around £45 million every year for health and social care in the UK.

They also support by running hundreds of shops, cafes, social groups, transport and visiting services.

NAHCF

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Good Sports

Leicester City FC (LCFC) and players attach a great deal of importance to building strong links across all sections of the community in Leicestershire.



Best Wishes

Lynn Higgins
Refugee Outreach
Worker, Peter
Canero and Kwaku
Ampomah Refugee
and Asylum Seeker
Project supporting
NAHCF

In order to do this, each player in the senior squad is allocated a local organisation, which will be his 'preferred' organisation for a season.

Dawn Wright, NAHCF Regional Development Officer for the East Midlands has secured the NAHCF in her region as one of LCFC charities for the season 2004/05.

As a 'preferred' organisation Dawn receives a package that includes an original signed shirt of the allocated player, use of the player for campaign endorsements and an appearance by the player at a function.

Dawn said 'It was great for the NAHCF to be chosen, we send our thanks to LCFC. This indicates how the work of the NAHCF is recognised throughout the region. With the support of defender Peter Canero the profile of the NAHCF can only be lifted higher'.

Dawn also thanks the support that LCFC have given to the NAHCF member charity HOPE (Helping Obese People Everywhere) who have been linked with Lilian Nalis, LCFC's French midfielder.

Awards

Third Sector Enterprises, Community And Voluntary Groups Asked To Join The Big Difference Awards Roll Of Honour 2005.

The hunt is on for third sector enterprises across the north of England to join The Big Difference Awards Roll of Honour 2005.

Each year this award celebrates and rewards the activities of people working in third sector organisations and voluntary groups, who have contributed to their community.

The Big Difference Awards 2005 will be held in Liverpool, Manchester and Leeds. So, if you know of a Third Sector Enterprise that makes a difference in society, we want to know about it.

Nominations must be received no later than 21 January 2005.

Congratulations!

Recently Mr Paul Morgan received the gold award for citizenship, presented by Coun. Peter Evans the Major of Bridgend County Borough Council. Paul, a Community Psychiatric Nurse began his NHS career in 1966 and is the longest serving CPN in the trust. Over the years, Paul has freely given much of his spare time to support the social activities of patients living in the community.

He always acts as the patient's advocate and is well known for his role as master of ceremonies at many of the patients events. He has also worked tirelessly for the Bridgend Hospitals League of Friends and the Osteoporosis Society.

For a nomination form please contact Jane Ford by telephone: 0161 279 7839, fax: 0161 833 0200 or email: jane.ford@thebiglife.com

Sign up to the new Friend Through Membership scheme

You can now support the work of the National Association of Hospital & Community Friends by joining our Friend Through Membership scheme.

The NAHCF is a membership organisation formed in 1949 which cares in partnership with around 800 UK charities working to enhance the quality of life for people suffering ill health, disability or social disadvantage.

Through this partnership we aim to promote and support the work of

our members through professional Regional Coordinators, grants, information and guidance on best practice, a high rate deposit scheme, comprehensive low cost insurance, conferences, publications, negotiated discounts with suppliers, merchandise and support materials for fundraising.

We also take an active interest in lobbying government and other health and social care agencies to make effective policy.

If you believe in our work and would like to support us, please consider becoming a 'Friend Through Membership'.

As a member, you will then receive:

- an exclusive 'Friend Through Membership' lapel badge
- subscription to the quarterly 'Friends Connect' magazine that will keep you up-to-date with all the great work being done by the Friends charities all over the UK – and also all the latest news from the NAHCF
- a personal invite to the Annual General Meeting regional and national conferences.

I would like to become a 'Friend Through Membership' of the NAHCF

Paying by Direct Debit

Making your donation by Direct Debit allows us to plan financially.

To obtain a Direct Debit Instruction Form please call 0845 4500285 or tick this box and complete and return the form to the address below.

Paying by Cheque

I enclose a cheque for £ _____ (suggested minimum donation £20, made payable to NAHCF)

giftaid it

Add nearly 30% to the value of your gift simply by ticking this box – we'll do the rest.

Note: to qualify, you must pay an amount of income tax and/or capital gains tax at least equal to the amount NAHCF will reclaim.

Please print your contact details here:

Title: _____
Surname: _____ Forename: _____
Address: _____
Postcode: _____
Telephone (inc. area code): _____
Mobile No: _____ Email: _____

Feel free to photocopy this form for your friends

Please return this form to: Friend Through Membership, NAHCF, 11-13 Cavendish Square, London, W1G 0AN

AGM and Friends Forum 2004

On the 3rd of November over 250 Friends met at the Banqueting House in London for the 2004 Friends Forum and Annual General Meeting.

Designed in 1619 by Inigo Jones for James I and featuring a ceiling painting by Rubens, the Banqueting House provided a magnificent backdrop for the days events.



Sir William Wells

Sir William Wells retired as Honorary Treasurer after 12 years of dedicated service at the AGM 2004. Sir William has been a stalwart to the Association taking it on through many changes with wisdom and good stewardship of the associations assets. Through his keen knowledge in this area and passion for the work Friends do as volunteers he has seen the associations standing financially improve tenfold, as well as the support it gives to health professions by providing much needed services.

Sir William we are glad not to lose you completely and it is a joy to know that you will be with us extending the strong hand of Friendship as Vice President. We thank you for finding us such a worthy successor in Stewart Welling who we know will be able to fly the flag for the Friends as the new Honorary Treasurer with the support of the National Board.

Honourary life membership

Honourary life membership is awarded by the Trustees to individuals who have made a significant contribution to the work of the NAHCF, both on a local and national level.

We are delighted to welcome Ian Macdonald and Aubrey Roberts MBE into this special capacity.



Aubrey Roberts – top picture

Aubrey was educated at Bangor Normal College, North Wales leaving to take up an Army posting in 1947. In 1949 he started his teaching career, retiring as head teacher of the St Peters School, Rosset in 1983.

He easily translated his enthusiasm for teaching into the voluntary sector by joining the Wrexham Hospital Friends. Aubrey was an active member for a number of years and held a number of posts before becoming Chairman in 1991 – a post he held until becoming Vice President in 2001.

Aubrey's ability to demonstrate clear leadership and dedication whilst retaining a sense of humility means he is held in high esteem by all who have worked alongside him.

Ian Macdonald – bottom picture

Ian Macdonald has been a faithful supporter of the work of local Friends groups and the NAHCF.

Everyone who worked with Ian knew how seriously he took his volunteering and how conscientiously he performed his role. His meticulous attention to detail combined with his dispassionate and professional evaluation meant that his counsel was widely respected by the board.

Since being appointed a Vice President in 1996, Ian has maintained an active interest in the NAHCF, although this year he has decided to stand down.

Duke of York – Update

Our Patron, the Duke of York was to be the guest of honour at this years Annual General Meeting and Friends Forum. Unfortunately due to unforeseen events of an international nature he was forced to withdraw on the morning of the AGM.

Although it was a great disappointment that he could not attend and hear first-hand about the fantastic work that Friends Groups do, the Duke of York still remains a very loyal supporter of the Friends.



“A crowd of strangers and how to talk to them”



‘I am very glad to be here today for many reasons.

Volunteerism is very different today from 5 years ago...certainly 10 or 20 years ago when some of us in this room started in volunteerism.

‘It’s a new and dynamic event, a group of people that is shaping the world all over. It’s a community in a global society and it’s a community that has no boundaries, has no citizenship, no religious preferences, no economic base and no common language. It has nothing in common except a desire to do for others what needs to be done.

‘This is a tremendous community that I see arising all over the world. I speak of it as a community: It is like going to Japan and sitting at a restaurant and everybody is speaking Japanese, when I hear a voice speaking English. I have no idea who they are, I don’t know where they are from or their background but suddenly I think “Oh! Somebody is speaking English, someone from my community.”

‘One of the things that I have learned is that people learn more by example than from speaking and I will give an example of that! I come from what the people of London must think is a terribly small town. It has a population of 40,000. The interesting thing about our town is that it has no government. We don’t have a mayor, we don’t have a garbage collection or policemen, all we have are volunteers. Every function in the town is provided by volunteers; I happen to be in charge of the cleaning and sweeping, so it is the Chief Garbage Collector speaking to you today! We divide the town into equal areas and each volunteer agrees for one day a week to go and clear up that area. We are known throughout the United States as having one of the cleanest cities...anyplace. One day I brought over two people from Warsaw that I had been working with to establish a volunteer community in Poland. They were not there to study about cleaning up garbage, they wanted to see how volunteer managers work in the city of Phoenix, but they were struck with how clean the city was.

‘I remember the first time I went to Poland to visit them – they were in a Soviet-type building with the big cement blocks. In front of their building there was just plain, ordinary dirt and I thought, “That’s just plain, ordinary dirt!”

A little while after my friends visited Phoenix I returned to Warsaw and in front of that building I saw trees, grass and flowers and I exclaimed, “This is wonderful!” The director said, “If the volunteers could do it in Sun City then they could do it in Warsaw”. The next year I visited again and the entire block had maintained grass, flowers and trees. I didn’t tell them to change their environment and make things look different. They saw an example and went back and did it!

‘If you go to Prague you will find a whole host of people just like yourselves, working in the hospitals. Two wonderful people from Prague came to visit Arizona to see the work in our hospitals. We showed them what volunteers can do to raise money to help to pay for equipment and how to perform direct service by talking to patients. We showed them what high school students could do in their hospitals. If you go to the Czech Republic you will see an outstanding example of a government committed to involving volunteers in hospitals; doing some of the wonderful things that those here do in the hospitals. Nobody gave them a book or a manual. They saw an example and went back and did it for themselves.

‘Einstein said, “An example is not the main way to encourage others... it is the only way!”

‘I’m thinking about you – I see grey hair, I see glasses, I see young people; I see a mix of groups. I’m thinking how important it is for us, as senior people in volunteerism, to set the example in younger people who are following us. For helping them, not only for those who you meet while volunteering, but also those we meet in our community and in those various places where we have our social lives. To help young people understand, by our example, our responsibility as citizens to meet the needs of society; to give of our time; to break the trend of “What is in it for me?” and to ask “What is in me that I can give to somebody else?” You are the model for the younger people and I’m happy to see what a marvellous job you are in modelling that.

‘In Romania I learned that it is very easy not to see what is right under your nose! I was visiting at the terrible time when they had the surplus of orphans – perhaps ten years ago. I visited one of the orphanages; I have a visual memory and I will never forget those moments. I walked into a room that was only wide enough for a crib to one side and a crib on the other, with a narrow aisle in the centre – there were 30 cribs in that room. There was just enough room for the nurse to walk down the aisle and do what had to be done for those children. What struck me most was that children of 4 or 5 years old still sitting in the cribs. They were not talking, or smiling or interacting in any way at all. I talked to the nurses at the orphanage who said, “We just don’t have enough help, enough people to take care of all the orphans and to talk to them.” I would think most people here know the importance of talking to children when they are tiny, not waiting until they are 5 or 6 years old. I was really disturbed by now, so I went to the Director’s office and looked out of the window and asked “What is that building across the street?” She said that the building was the city university – Oh my! It is so easy for us not to see what is right under our nose. I said to her “What is in the university?” It was an Education & Teacher Training

University – who needs more experience of working with children? What a wonderful partnership that would be to have young students working with the orphans who needed them so much. And the young students need the orphans to hone their skills with working with children to become professional teachers. I am happy to say that once they saw across the street they worked out a wonderful partnership. It is so easy to miss what is so plain to see.

‘One of the things you really learn when you travel around – I’m not bragging, this is just a fact that the United Nations has identified 192 countries and I have been to 137 – is that what you see is not necessarily what is. The solution for you may not be the solution for someone else. The expression of care and concern is universal. When you work with your constituencies, volunteer to volunteer, Board member to Board member I would ask you to be open; stay neutral. When David asked if there was a name to my speech I thought, “A crowd of strangers and how to talk to them”. But on reflection and as I look at you we are talking about a crowd of people who we haven’t met yet, a crowd of people who will become our friends, hopefully people that can be volunteers working with you. With that thought in mind I recognise that this crowd of people has similar interests and motives – we are no longer a crowd of strangers. So as I look on all you wonderful people doing wonderful things, I’m inviting you to Phoenix – like I would with any of the friends I have met. If you come to Phoenix be sure to look me up and we’ll have a cup of tea. Thank you very much.’

About Dr. Schindler

Dr. Arlene K. Schindler has used her experience as an educator as the base for her extensive work in volunteerism, especially in the areas of organisational and programme development compatible with the cultural and historic environment of the community. As a Principal in Detroit, she developed a prototype for the School Volunteer Programme; as Associate Director for Peace Corps in Africa she established programmes partnering professional educators with their African counterparts. When Training Director for the National Centre for Volunteer Action, (now the Points of Light Foundation) Dr. Schindler worked in the creation and training of Volunteer Centres across the US and Canada; she, with two colleagues, conceived and established the first Family Volunteer programme. Under the auspices of the Soros Open Society, Dr. Schindler helped to establish, train and provide ongoing support of Volunteer Centres in 18 former Soviet countries. She is a member of CSV Consulting’s IAVM Core Faculty, a regular presenter at CSV’s annual Volunteurope conference held in a European capital, and also appears at conferences both in the US and internationally.’

For a full transcript of Dr. Schindler’s speech, please contact head office, address on the front cover.

Speech by Lord Warner



'I'm delighted to be here to talk to you at your Annual General Meeting, certainly to express my appreciation and on behalf of our ministerial team at the Department of Health for the vast contribution that you and the voluntary sector as a whole make to improve the quality of life and experience of patients in health and social care.

'I have a long association with the voluntary sector and was forced to give up the Chairmanship of the National Council for Voluntary Organisations when I started my role in the Government. So I do know first-hand what the voluntary sector does and am a great fan of your enormous work that can be very tough to deliver.

'Certainly within the NHS we have gone through a considerable journey over the last few years with major increase in investment in the NHS and more nurses, doctors and more equipment. Still we have to accept that public expectation occasionally feels we need to improve our ability to respond but we do our best to meet that expectation. It is a period of growth and change and alongside those investments has been the onward march of medical science increasing the range of treatment for people. People rightly want to receive their services faster, have their space more personalised – that is where the voluntary sector does have a major role to play. It is no good putting money in and expecting more of the same – we are trying to produce health and social care services which are more closely related to individual, personal needs. I think we are seeing a time when health and social care issues are increasingly being shaped around those individual needs and not the other way round. I think this will be a part of everybody's agenda for the coming years. We are trying to embrace that both in terms of hospital services, primary care services and what we see is high up on the agenda for public health services – getting the public more engaged with their own responsibility for their health.

'A successful, mature, sustainable partnership with the voluntary and community sector is critical and integral to the development of these more people-centred services.

The voluntary sector stands on the edge of a new future, a future where agreement is much wider and the distinctive expertise is much better recognised; a future where it is a key partner with public services, in modernising services and helping regenerate the community. The voluntary sector increasingly becomes a key part of the public service delivery. By that I don't mean that it is taken over by public services but that is seen as part of the way our communities can help deliver services. Community and voluntary group already play an important role in the delivery of health and social care. The support service users and carers, they do a great deal to act as advocates and they provide specialist information and advice. All this as well as providing a wide range of health and support services. This is highlighted in the valuable and enormous contribution that this Association make each year to improve the quality of life of people affected by ill health or disability. We owe an enormous debt of gratitude to the 43,000 volunteers across the 760 Friend's charities affiliated to this National Association. They raise a staggering £43 million per year for equipment and extras for patients. There is already a long history for the community and voluntary sector involvement in health and social care and we need to build on that by articulating the strengths and the opportunities for involvement to develop a stronger relationship in health and social care.

'I was very interested the other day when I 'bumped' into an old friend, Dame Elisabeth Hoodless of Community Service Volunteers. What I hadn't realised was the extent to which volunteers were engaged in general practice through our practice managers – a very interesting growth of this sector as people get involved at the primary care level not just at the hospital level. We do need to recognise how much

volunteers can do and the added value to health and social services secured by organisations such as your own. The Year of the Volunteer next year will provide us with a platform for highlighting the value volunteers and volunteering adds to the community. Certainly if the bid for the Olympics is successful, that again is a major opportunity for volunteering – certainly if we work in the way Australians used volunteers for the event; a huge opportunity for a community to get involved in an international event.

'The launch this September of 'Making Partnerships Work', a strategic agreement between the NHS, the Department of Health and the voluntary/community sector, will also help us realise the government's vision for engaging with the health and social care delivery service via the voluntary sector. This agreement is a manifestation of the increasing sense of partnership within health and social care. The priority now is to build on this and develop the relationship by establishing and developing a National Strategic Partnership Forum with the voluntary sector. This group will be the catalyst for an open and honest account and the discussion of any barriers and how to overcome them. I wouldn't claim that everything will be perfect but we have created a framework to sort out problems more effectively than in the past. Through this partnership and strategic agreement we can promote and facilitate better more meaningful engagement with the voluntary sector. The challenge for all concerned is to do all that they can to bring the partnership to life and by doing so more fully exploit the potential to improve services to the benefit of all.

That is my take on the situation and I thank you again for all you are doing and continue to do to improve people's experience in health and social care.'

About Lord Warner

Prior to his appointment as Parliamentary Under-Secretary to the Department of Health, Norman Warner was the Chair of the Youth Justice Board for England and Wales. In the course of his career he has served as the Director of Social Services at Kent County Council, was Senior Policy Advisor to the Home Secretary, chaired the Home Secretary's Youth Justice Task Force, and was the Principal Private Secretary to the Secretary of State for the Social Services in the mid 1970s. Lord Warner also chaired the National Enquiry into Selection, Development and Management of Staff in Children's Homes in 1992.

Lord Warner has advised the Government on family policy and the active community. He is currently the Chairman of the National Voluntary Organisations, Chairman of the London Region Sports Board, and is a past Chairman of the Royal Philanthropic Society.

For a full transcript of Lord Warner's speech, please contact head office, address on the front cover.

AGM and Friends Forum



Friends Forum



Around 43 000 active volunteers give almost 18 million hours of service per year

Thousands of Friends across the UK give millions of pounds and tens of millions of hours to improve the life of people in their local communities. The Friends Forum was a time to celebrate their amazing work. Eleven Friends Groups working in different areas of health and social care were invited to show what they do, to inspire everyone in even greater success over the coming year.

Friends of Cathja

The Cathja Project is a day provision to help people who have just been discharged from Psychiatric wards regain control of their lives. It provides an opportunity to be creative in a safe environment, increasing self esteem and confidence.

It is situated on the 38 metre barge 'Cathja', moored on the river Thames in West London. The barge has been fitted out as a wood workshop and up to eight people per day use the extensive range of equipment.

In 2001, the Cathja Project were able to demonstrate an 84% reduction in hospital admissions from those attended.

"Since coming to Cathja I'm now more motivated while previously I was more medicated" – Cathja user

Chester Childbirth Appeal

Set up in 1991, the main objective of the Chester Childbirth Appeal is to provide a better start for the nearly 3,000 babies born in the Women's and Children's Unit at the Countess of Chester Hospital each year.

Over the past 13 years over £450,000 has been raised and the charity has provided amongst many other things the Water Birth Suite, the Parentcraft Room, an infant feeding room and ante-natal waiting room, the Baby Memorial Garden, a Japanese Garden, and various items of medical equipment from delivery beds to ice making machines.

The Friends of the Eastbourne Hospitals

FOEH is more than fifty years old and enjoys a close working relationship with East Sussex Hospital Trust.

The Friends contribute an average of £500,000 to the annual spend on equipment, most of which is spent within the District General Hospital. Purchases can range from a costly image intensifier for the radiology department to chairs for waiting areas.

Most of the volunteers at Eastbourne Hospital are over retirement age, reflecting the local community. However, the Friends have initiated the GET Volunteering project, to promote volunteering among young people and women returners. These volunteers will have more rigorous training and higher role expectations, so they may use this experience on their CV when seeking work.

Harrogate Hospital & Community Friends

The Friends were given – and met – the challenge of raising £300,000 to complete the funding of an MRI Scanner at Harrogate District Hospital in 2004.

Their success in the MRI Scanner Appeal was ensured by engaging the whole local population. Supporters have included bands, choirs and musical societies, schools, local businesses, churches, women's institutes and play groups. The group hasn't rested on its laurels and have continued to raise money for the hospital. £100,000 was donated to provide 10 new Station Patient Monitoring Systems for the Intensive Therapy Unit, and £59,000 worth of medical equipment and facilities has been provided for hospital and community care.

HEAL – Helping Everyone Abused Live

HEAL is a self-help support centre for people who are survivors of childhood abuse.

HEAL offers a variety of services to members, volunteers and other local organisations. They have ongoing workshops, discussions, training programs, social events, arts, crafts and a library.

"My first attendance at HEAL was quite unnerving as I was unsure of what to expect. What I found was a group who were very sympathetic and understanding towards my physical and mental abuse as a child. Before coming to HEAL I had emotional problems from feelings of isolation, anger and guilt but also from a great deal of stress. However since attending the sessions and talking to other survivors of abuse and the volunteers, I feel some improvement of these feelings especially those associated with stress." – HEAL member

Friends are supported by over 160 000 people across the UK



Friends raise more than £43 million every year



Friends of Richardson Hospital

The Friends of Richardson Hospital was formed in 1981, and is working in partnership with the NAHCF, Richardson Hospital and Durham Dales Primary Care Trust to support the healthcare needs of the local community.

The Friends have provided equipment, services and amenities for patients, staff and visitors to the Hospital. These have included state-of the art diagnostic and screening equipment, physiotherapy equipment, treatment couches for the Day Hospital and Day Hospice, and special mattresses, seating, hoists and bathing equipment.

The Friends hope to raise more money to ensure that patients and staff can have the best of everything over and above what the NHS can provide.

Prestatyn Central Surgery League of Friends

Formed in 1997, this was the National Association's first surgery-based Friends group in Wales.

The rural location made attending hospital appointments a real problem for patients without their own transport, so the Friends set up a transport scheme.

The service varies from a lift to the local surgery to journeys to larger specialist services in Liverpool and Wrexham. Patients appreciate not only the transport provided but also the human contact that the volunteers bring.

"Journeys can take anything from 20 minutes to a few hours, the latter sometimes meaning leaving home at 6 am! It's not difficult work, just something that you would do for your Mum, Dad or next door neighbour."

– John Hibbets Volunteer Driver

Friends Of The Royal Cornwall Hospital Befriending Service

The Friends of the Royal Cornwall Hospital was formed in 1940 to support Truro's Hospitals.

The Befriending Service aims to make the patients stay in hospital as pleasant and comfortable as possible. It provides many services to patients, including company, a letter writing service, reading with patients, friendly support when people come for an appointment, and an errand running service, such as buying items from the hospital shop or posting letters.

"Many thanks for the rapid and reliable service you provided whilst my daughter was in the Ward. It was a great assistance to us as a family at a difficult time."

– Befriending service user.

Shree Ram Krishna Community Projects

The Shree Ram Krishna Community Projects seeks to enhance the quality of life for all members of the local community, regardless of race, gender or age.

The main services provided include a mental health worker giving support to people with mental health problems, and playgroup which supports the indigenous white, the Bengali Muslim and Gujarati speaking communities.

Other services provided include a minibus which takes clients to the day centre, Gujarati language classes, cultural education and traditional dance sessions, yoga classes, english lessons, I.T. classes, sewing lessons for housebound Muslim women and child care courses.

League of Friends of the Western Isles Hospital, Residential Homes & Community

Formed in 1980, the Friends continue to provide many excellent and imaginative services to their communities.

An example of this is the Community Entertainment and Summer Outings Scheme, funded by the FitC Programme. The grant enabled the Friends to develop video programmes broadcast to listeners and viewers in hospital and other residential homes. The friends provide other services, including laundry, a tea-bar, ward visiting, a library for hospital patients and a hospital video link to enable relatives and friends from further afield meet with patients.

"I feel I was able to bring something to the residents by offering to drive them around on Saturday afternoons."

– Kenny Finlayson, Volunteer Driver

Newlands Bishop Farm

Newlands Bishop Farm, under the ownership of the Solihull Family Care Trust is a training facility for young people with moderate learning difficulties.

It consists of a twelve acre horticultural unit able to accommodate people with all disabilities and its aim is to equip them with the skills to increase their self-sufficiency and self-worth.

This group was featured in a multimedia presentation at the start of the Friends Forum.

"Wicked! Do you really learn how to drive the tractor?"

– Pupil from Hazel Oak Special School.

FriendsWeek '04

What did your Friends get up to?

Friends Week is a series of events organised across the UK in and around the week of 18-24 October. Friends Week aims to raise awareness and recruit more volunteers to support and continue the work of Friends groups. This Friends Week, we joined in partnership with CSV Make a Difference Day to help local Friends recruit more volunteers.

Prestatyn Central Surgery Community League of Friends



Closeup of the memorial bench erected by the Friends.

Prestatyn Central Surgery Community League of Friends had a novel way of celebrating FriendsWeek this year. Recognising the valuable contribution that past members had made to the growing success of the League they decided to erect a memorial bench outside the GP surgery in Prestatyn. The Town Council were represented at the unveiling ceremony on 15 October by the Mayor & Mayoress of Prestatyn. The Regional Chairman, Phil James, performed the unveiling along with league Chairman Ann Davies. He paid tribute to all in the League who had worked so hard to make it the force it is today. He particularly mentioned the late Mary Wright & Doreen Simmons whose names appear on the dedication plate and who played such an important role in developing the Patient Transport Service provided by the League.

Denbighshire Infirmary League of Hospital Friends



The Denbighshire infirmary Team (L-R Hospital Manager, Eva Edwards; Edna Ellis; Treasurer, Steve Davies; Chairman Betty Morris)

The Annual Coffee morning at the Denbighshire Infirmary marked the Leagues' contribution to FriendsWeek. Supporters, who turned out despite very inclement weather, were treated to a potted history of the League's activities shown on a series of display boards produced by league Treasurer Steve Davies. Cake stalls and a raffle added to the overall enjoyment and helped again to raise a substantial sum of money to continue the good work of the Friends Group. As always, the Hospital management was well represented at the event showing their continued commitment to the Friends.

Friends of Cefni Hospital



Cefni Friends at the coffee morning.
Photo: Kerry Roberts.

The Friends of Cefni Hospital held a special coffee morning as part of their Friends Week celebrations. The morning featured stalls and items for sale as well as a presentation of blood pressure monitoring equipment to the Cefni Hospital. The Friends found Friends Week invaluable in raising their profile with the local media.

Trevelyan Hospital League of Friends



The Public in the grounds of Trevelyan House

On Sunday 12th September Trevelyan League of Friends, a huge number of local residents, entertainers, patients and staff met as part of their Friends Week activities to bid a fond farewell to Trevelyan Hall and all that it had stood for for so many years.

For many years, Trevelyan Hall had been the home of the Trevelyan Friends and a long stay geriatric unit. However with the completion of a new rehabilitation unit at the hospital next door, both the patients and the Friends are moving.

Excitement is already building with the recognition that new beginnings bring new opportunities, and both staff and Friends are looking forward to their new home.

Friends of Selby War Memorial Hospital



Pamela Morton NAHCF Regional Chair and Friends being interviewed for Radio York.

The Friends of Selby War Memorial Hospital celebrated Friends Week by holding a "Friends Day".

The event was a great success and many people joined in the celebrations including NAHCF Regional Chair for Yorkshire and Humberside Pamela Morton and NAHCF Regional Development Officer Jeremy Harris. Tea, coffee and cakes were served and there was a tombola and a bookstall. Photographs were on display showing the Friends at work in the Hospital and fundraising. Jeremy Harris arranged for a presenter from Radio York to interview members of the Friends and Hospital staff about their work. due to Friends Week, The Friends of Selby's funds have been boosted, their profile raised and what's more, five people have expressed an interest in volunteering.

Brentford Lodge League of Friends



(Left to Right) Martine Browne (Member of the Friends) Shirley Rollitt (Chair of Friends) and Mel Collins (President).

On the 9th October The Friends group set up a plant stall at Brentford's inaugural Farmer's Market which was held on the car park in front of the Respite Care Unit. The clients at Brentford Lodge Respite Care Unit had done some plant potting in the summer with the Occupational Therapy technicians and these were sold with donated plants to raise funds for the Friends to buy additional Art Therapies for the clients.

The Friends are well on the way to generate sufficient funds to go ahead with a pilot scheme at Brentford Lodge.

North Tyneside Friends Week



The Songsters, accompanist Brian Mercer, cornet Soloist Graeme Mercer and vocal soloist Stephen Cook.

The Friends of North Tyneside Hospital held an evening of song as part of Friends Week. The evening was very successful, with over 150 people present to hear the music provided by the Songster Brigades of the Salvation Army from Shiremoor and North Shields under the leadership of Barry Cartledge and Ted Brooks.

Chirk Hospital Circle of Friends



Chairman of the Circle Ann Hughes with Phil James, NAHCF Regional Chair Wales.

The Circle of Friends Supper dance held at the Parish Hall in Chirk served as a fitting backdrop to FriendsWeek. Over 80 supporters enjoyed a hot carved buffet meal followed by dancing to both live and disco music from the 60's through to the present day. Volunteers from the Circle of Friends manned the well supported bar with all profits going to Friends Group Funds. A well supported raffle added to funds raised during the evening.

During the evening tributes by the Trust Management were made to the Circle for their unstinting support for the Chirk Community Hospital.

League of Friends of St Mary's General Hospital (West Wing), Portsmouth In partnership with CSV Make a Difference Day



Anne, the Maternity Shop Manager, Betty one of Anne's volunteers, and Alison Earle, Hon Treasurer.

The Friends held a week of recruitment campaigning culminating on Saturday 30th October.

Their main aim was to heighten their profile in the community of Portsmouth and recruit volunteers for the three shops and trolley service.

The Friends displayed an assortment of photographs showing the recent items purchased by the League and ran two raffles, which together with donations totalled £200.00. They have received several enquiries about volunteer vacancies and the first new recruit started on Monday 1 November. What a result!

"Thanks [to head office] for all your guidance – we have certainly amazed some of the visitors to the hospital with the variety of items we fund – over £78,000 sanctioned in the last financial year, and £24,000 since June this year!" – Alison Earle, Hon Treasurer.

Start thinking about Friends Week 2005!
See www.friendsweek.org.uk for updates as they become available.

Friends update

Flying High Across the East Midlands



John Copeman falls for the NAHCF.

John Copeman recently had a day he will remember for a while. He jumped 13,500ft (that's 3 miles to you and I) out of a perfectly serviceable aeroplane!

The things people do in the name of a good cause... John raised in excess of £250.00 for the NAHCF East Midlands Region. A huge thank you John, from the Regional Team.

Guild opens garden



League Chairman and NAHCF National Vice President Rose Reid BEM hands over the keys to Margaret Burns of Grampian Health Board.

The Princess Alice Garden at St. Bartholomew's Hospital was opened by the Duke of Gloucester. The garden was created by the Guild to mark the 100th birthday of Princess Alice who had become the President of the Guild in 1937 until 1973 when she became its Patron, a role she held until her recent death on 30 October.

Encouraging young volunteers



John looking after the Friends shop.

Many of the volunteers who work for the Friends of Queen Alexandra Hospital have a long history of giving their time – the oldest is in her 90s. John joined last year at the age of 14 to obtain his Duke of Edinburgh Gold Award. The older, more experienced volunteers have liked having someone younger and enthusiastic around, and he quickly learned the ropes.

The award he is after will be fully deserved, and we hope he does well in the future. Hopefully this may also mean that we might benefit from other young people who hope to gain such a rewarding experience.

Putting the right foot forward for charity



Trustees of the Wrexham hospital League of Friends and some of the Trophy winners.

Charity walkers have strapped on their boots and raised more than £7,500 for Wrexham Maelor Hospital.

This year's Friends sponsored walk pulled in £7,560 which will go to Women's Cancer Services. The money is being put towards the purchase of two items of medical equipment, an Olympus microscope for the Cytology Unit and a Colposcope for the Shooting Star Unit costing £14,415 and £6,000 respectively.

Blood and money



Friends chair Sheila Jackman is the first patient to use the new phlebotomy service.

The Ongar and District Healthcare League of Friends has just met the set-up costs of £1,690 for a phlebotomy service at Ongar War Memorial Hospital (OWMH), Essex. This will mean blood tests can be performed locally.

Fruit cake is served



NAHCF Chair, Baroness Emerton (right) and Friends President, Bernice Stone cut the cake.

The Friends of Whitstable and Healthcare are celebrating 50 years of good work for their town. Recently a service of Thanksgiving was held, followed by tea and a celebration cake in the church hall. Patients were treated to the sounds of the 'Music in Hospitals' charity funded by the Friends. Baroness Emerton spoke at their AGM where 50th Anniversary cake was cut and around 80 Long Service certificates were presented.

Friends welcome new President

The Friends of Rugby's Hospital are delighted to have a new President. Joan Jesson takes office immediately following her retirement from the post of Hospital Manager which she has held for the last seven years.

Friends Chairman Tony Cousins said, "We are absolutely delighted that Joan has accepted our invitation to become President. Her career as senior nurse and then Hospital Manager at St. Cross means she brings a wealth of experience to our committee."

Scottish Friends on the buses



League Chairman and NAHCF National Vice President Rose Reid BEM hands over the keys to Margaret Burns of Grampian Health Board.

League of Friends for Peterhead Ugie and Community Hospital, Scotland have recently bought a new minibus costing £23,000. A lot of hard work went into raising the money to buy the new vehicle which will be used to take day care patients on outings.

Friends on the web

THE FRIENDS of Wistaria Surgery have announced the launch of their new website www.friendsofwistaria.org.uk This new service for members, patients and the Practice it serves, is in its infancy but they hope to develop it into a useful source of information for everyone in the Lymington area.

Does your group have a website? Please email the web address to newsdesk@hc-friends.org.uk

Celebrating D Day heroes



Spectacular fireworks at the Dunsford Aerodrome.

About 1800 people paid tribute to Britain's D Day heroes at the Dunsford Aerodrome.

The day's events included music from the Royal Philharmonic Concert Orchestra, a flypast from WW2 Spitfires and a spectacular firework display. The day was dubbed 'one of the finest events ever held in the county of Surrey' and has raised over £75,000 for the Cranleigh Village Hospital Trust.

Friends welcome young volunteers



New additions: Friends chairman Gordon Martin welcomes new committee members Amy Campbell (left) and Shona Cruickshank. (Picture by George Murdoch of Turriff).

The Friends of Turriff Community Hospital, in conjunction with Turriff Academy, have put in place a new initiative which involves two senior pupils joining the committee.

Sixth year girls Shona Cruickshank and Amy Campbell have come on board as part of the school's senior responsibilities programme, with the idea being that pupils will be directly involved with a community group.

The initiative has been wholeheartedly endorsed by the National Association of Hospital Community Friends, who hope it will become an ongoing arrangement."

Golden Jubilee Celebrations



Vice President Mary Bell cuts the cakes.

The Friends of Durham Hospitals have recently celebrated their golden jubilee.

A service of thanksgiving was held on the 18 June 2004 in the University Hospital of North Durham. The service was attended by members, representatives from Co. Durham & Darlington Acute Hospitals NHS Trust, the Patients Council, local dignitaries and our regional chairman.

Since 1985 £175,000 has been given to the Durham Hospitals and local community projects.

Friends raise the full moon

Both performers and the audience paused briefly as the full moon rose over the Somerset Levels at the Friends of Yeovil Hospitals Music on the Lawn event. It was the perfect end to an evening of light summer music with the South Somerset Choral Society and many others. The Friends are grateful for the support of everyone involved, and raised nearly £1800 at the event.

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 back cover.

Please get your articles to us before 18 February 2005 for inclusion in the next issue. Thank you!

Friends update – continued

Midsomer Fete



Lesley Sharratt, Friends Secretary, and Chairman Veronica Port with John Nettles.

The League of Friends of Walling and Community Hospital organised a Midsomer Fete in June 2004 in which John Nettles star of Midsomer Murders came to open. It was a great success as the filming of the series had been done locally.

John generously gave the afternoon over to signing photographs as well as visiting patients in the hospital.

From cat walk to Inca trail



Models make a statement at Blandford Community Hospital's fashion show.

Linda Prior and Jill Ball took part at the Friends of Blandford Community Hospital annual fashion show. The Friends, regular fixtures at the show, trod the catwalk just hours before flying to Peru to tread the Inca trail to raise money for Cancer Relief. More than a dozen models took part, modelling outfits from the Friends' charity shops. The event raised nearly £1000 for Friends funds.

Friends annual dinner



Granville Daniels and Faith Humphries.

Mrs Faith Humphries, Chairman of the League of Friends, East Midlands Region hosted the annual dinner held on the 16 June 2004. 70 people attended, representing 19 Friends groups from Nottinghamshire, Derbyshire, Leicestershire, Lincolnshire and Yorkshire.

The guest speaker was Mr. Granville Daniels, an Executive Director of Nottinghamshire Healthcare trust.

Friends get a bit pushy



Fun raises young and old. Reading Friends on their charity bed push.

Credit: Reading Evening Post.

League of Friends of Reading Hospitals got a bit pushy recently when they raise £1,011 wheeling a hospital bed through Reading town centre. This not only raised funds but also acted as publicity for the Reading Hospitals Fete held the following week. Great fun!

Viallant Friends



Neil Partridge Personnel Director (L) presenting the cheque to Ray Asher (R) Chairman of the 'Friends' along with members of the 'Friends' and the Vaillant-Hepworth Social Committee.

The Vaillant-Hepworth group held a Fun Day at their Belper Derbyshire branch in support of Babington Hospital and raised £4600 for charitable funds.

From closing to opening



Gill Duncan and the Earl of Selbourne cutting the ribbon.

Two and a half years ago, the Chase Community Hospital, Bordon was under threat of closure. However, on Saturday 10 July after a £1.4 million refit the new-look hospital was opened by the Chase Hospital Friends Group patron, The Earl of Selbourne. Between 7-80 people attended the opening.

Buffalo sends us a volunteer



My name is Kelly Brown, and I am a 21 year old university student from the United States who has been living in London and volunteering in the head office of NAHCF since June.

My main projects have included writing a 'How-to Manual' on 'Setting up new charities', and compiling a database of the best practices of current member charities. Through my work at NAHCF, I have also had the pleasure of visiting several Friends groups and seeing the great work they do. I was even able to attend the UK premiere of hit movie Shrek 2 for my birthday, through an auction benefiting NAHCF member Harlington Hospice.

One thing that surprised me about my volunteering experience was how much my work was appreciated. Volunteering, or "interning", is common among American university students in order to gain experience and career insight. However, the running joke seems to be that the only thing interns are good for are making photocopies and going on coffee runs! I was pleased to discover not only that NAHCF was willing to give me such great projects to work on, but that they were genuinely grateful for my help in the office.

I would like to thank all of the Friends groups that I have visited this summer, and the NAHCF's Regional Development Officers for allowing me to make some visits and sit in on meetings with them! But especially I would like to thank all the wonderful people from the NAHCF head office for their incredible hospitality and friendship, and for going to such lengths to make sure that I had the best summer possible. Because of them, the NAHCF and London will always hold a special place in my heart.

This autumn I will be heading back to Buffalo, New York to finish my university degree in Public Relations; and who knows what life holds after that! Watch out UK, this Buffalo girl may even come back! I certainly recommend volunteering with Friends groups as valuable experience.

Amber Valley and BOC's balloon one stop shop



Amber Valley Merchandising have been a corporate partner of the NAHCF for some time now, and their presence at Friends Forums and Regional conferences has been appreciated.

Friends shops have commented on the service and advice given by Amber Valley.

Amber Valley Merchandising are interested in helping Friends shops to exceed their current turnover in the market of children's' books, balloons, cuddly toys and novelty items.

In order to do this, Amber Valley have teamed up with BOC to offer Friends a 'one stop shop' for helium gas and balloons, giving attractive discounts on helium gas, filling kits and safety equipment.

BOC has the largest stock of gas cylinders in the country, manufactured and maintained to the highest standards. They set the industry standard with their national delivery service – in most areas BOC can deliver the next day. Full training for the use of these products is available from Amber Valley.

For more information, please contact Amber Valley

Northern office: 07973 718539 – Ian Hawkins
 Southern office: 07976 432181 – Steve Whitehouse
 Head office: 01562 852200
www.ambervalleyltd.co.uk

New tea towel scheme

At the National Association of Hospital & Community Friends, we are always working with our corporate partners to bring better deals to support the tremendous work of Friends groups across the UK.

Samuel Lamont & Sons Ltd are quality textile manufacturers who have been providing tea towels, face cloths and towels to the NAHCF for many years. Responding to demand for greater value and choice we have pleasure in introducing this new scheme that allows you to order your towels directly from Samuel Lamont.

A copy of the catalogue showing the full product range is included with this month's Friends Connect.



If you did not receive a catalogue or have any other enquiries, please phone Juliet Sykes on 01785 662486, or the Samuel Lamont head office on 028 3831 1980.

Friends Connect Magazine

Friends Connect is published by the National Association of Hospital & Community Friends (NAHCF). NAHCF works in partnership with around 800 UK charities to provide volunteering in support of health and social care. We provide member charities with comprehensive advice and services. Membership is by subscription.

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WHAT'S YOUR PASSION?

www.yearofthevolunteer.org

YEAR
OF THE
VOLUNTEER
2005

Home Office

CSV
make a difference

Volunteering
England

The Chancellor backed by the Home Secretary has announced 2005 to be the Year of the Volunteer.

The year will see a year of twelve themed months and a programme of activities to generate opportunities to volunteer.

Research shows that 11 million people are waiting to be asked to volunteer but many find it difficult to identify an opportunity which meets their interests and availability.

The year is kicked off in January by Health Month with the NAHCF one of the key partners in the steering group. A special portal website will be launched shortly for any charities/organisations not just Friends to register special events they have planned to mark their involvement and to raise their profile to recruit new volunteers.

NAHCF will be working closely with CSV and Volunteering England to ensure a high profile for the year. So make sure you take full advantage of all it offers.

Health Month partners registered so far are:

NAHCF (Steering Group)
CSV (Steering Group)
Volunteering England (Steering Group)
Red Cross (Steering Group)
Help the Hospices (Steering Group)
National Institute for Mental Health in England (Steering Group)
WRVS
Mind
British Heart Foundation
St John Ambulance
National Association of Voluntary Services Managers
Department of Health
NHS Confederation
NHS Alliance
Opportunities for Volunteering Agents
The Kings Fund

The themes for January are:

- volunteers bring something unique to health and social care
- the statutory sector is a valid place to volunteer
- volunteering is good for your mental and physical health
- anyone and everyone can volunteer to support health in some way.

For more info as it becomes available visit: www.healthmonth.org

[buy.at/](http://www.buy.at/)

www.buy.at/friendsshop

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