

friends connect

Hospital & Community Friends 'Caring in Partnership'

Issue 12 Winter 2005/6

Community Friends

Taking a look at the inspiring work of Friends in the community

Friends update

News from groups across the UK

Shop talk

Impress-ive Christmas cards
Your questions answered

Membership services

Trustee issues



FRIENDS

IN THE

COMMUNITY

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By Baroness Emerton

What makes us Friends?



On 2nd November, as I sat on the platform at the AGM and later walked round looking at the showcase examples, I was struck by the diversity of the work of the membership of the organisation.

Apart from many of the traditional aspects it was great to see the Friends group from Bronzefield Prison which didn't exist two years ago and is now a thriving and supportive team. It was also a pleasure to see the work of the Juice Bar in Lancashire and chat to the younger volunteers.

The next element that struck me was the passion that everybody showed. Be it through the contributions from the floor during discussions or when people spoke to me on a one to one basis: everyone really cared. But that care wasn't only shown by the volunteers, many people commented on the tireless enthusiasm of the staff; one delegate described them as 'the dream team'.

So my final reflection, when I had at last made it home and put my feet up, was we really are a group that cares, top to bottom, and that is what really makes us Friends. ■

Baroness Emerton DBE DL
Chairman

New developments

Most successful Friends Week ever



Friends Week is a series of events organised across the UK. These special occasions aim to raise awareness of the magnificent work of Friends Groups affiliated to the National Association of Hospital & Community Friends.

Friends Week 2005 saw over 100 Friends Week events registered across the UK! The third annual Friends Week took place between 24-30 October. It has been hailed as the most successful Friends Week ever with over 100 events or activities registered. That is an increase of over 50% on 2004!

This year was also more diverse than previous years with events from volunteer

recruitment open days to sponsored Mongolian pony treks. We even saw the broadcast of the premier of the Rosetta Requiem on the community channel, sky television, channel 585, courtesy of NAHCF member group Rosetta Life. Medway Maritime Hospital Friends shop gave away free lollipops to all it's customers to celebrate reaching their £1 million pounds target for the year. To see the vast array of activities that took place check out www.friendsweek.org.uk

Some statistics from the Friends Week (FW) website

Number of registered events: **105**

Combined number of FW hours: **400+**

Number of FW volunteers: **1,783**

Number of people expected to attend FW events: **64,506**

Number of people participating FW groups serve: **911,973**

Voluntary hours given by Friends during FW '05: **11,767**



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NAHCF

11-13 Cavendish Square London,
W1G 0AN

Tel: 0845 450 0285

Fax: 0207 307 2571

Email: info@hc-friends.org.uk

Website: www.hc-friends.org.uk

Edited and designed by: Matt Kevan

Content by: David Elcock, Matt Kevan,
Peter Lewis and Danny Guido

Send press releases and news to:

newsdesk@hc-friends.org.uk

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AGM 2005

Honorary life memberships

Honorary life memberships are 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.

This year we were delighted to award the honorary life memberships to Ann Caffyn and Chris Heitzmann.

Ann Caffyn



Ann Caffyn receives the award from NAHCF President Lord Fraser.

Ann has more than forty years dedicated service to volunteering which started when she became a member of the Eastbourne League of Friends. Ann has worked tirelessly with her local league as both Chairman and President, alongside her commitment to the National Association as Regional Officer for Sussex East and Regional Chairman for England South East.

Chris Heitzmann



Chris Heitzmann receives the award from NAHCF President Lord Fraser.

Chris has given over twenty years of regular and dedicated voluntary service. His enthusiasm for the organisation began with taking on the role of Treasurer for the Windsor Hospital League of Friends in 1982. As well as being a Regional Officer and then Regional Chairman for two different regions, Chris was the driving force behind Friends Week and its success continues to grow. ■



AGM 2005

Friends celebrate at the Docklands

On 2nd November, despite a rather grey and wet weather forecast, members of the National Association came to their Annual General Meeting to form the best attendance at the event in recent years. The venue was provided free-of-charge, courtesy of our friends at Barclays Bank, in 'London's Manhattan' in the Docklands area, close to Canary Wharf. The scene was thus set, amid the hustle and bustle of the financial district, for some thought-provoking and welcome discussion between Friends.

The theme of the morning was based on the future direction of the National body and the image that would help it achieve its goals and improve its public profile. Presentations were made by our Chairman, Baroness Emerton and brand consultants, Lateral Synching, on how a change of name and logo would give the NAHCF a stronger identity for representing its member groups and its work with external partners.

This was followed by the formal part of the day that saw the voting in of a new name 'Attend', the change of

legal structure to a company limited by guarantee and the new governing document. It was a pleasure to see, in addition, the election of volunteers to honorary positions on the Board.

Following the legal formalities, the Board were pleased to award Chris Heitzmann and Ann Caffyn the Honorary Life Membership of the association; Lord Fraser paid tribute to their achievements and presented them with framed certificates.

After a lunchtime opportunity to meet new people and chat over sandwiches, cake and coffee, a short film was shown displaying the work of a number of Friends Groups to the soundtrack of 'We Laughed', a recent chart number 11 single performed by members of Rosetta Life. In the spirit of sharing good practice, there was then the opportunity to talk to groups who were showcasing their work whilst serenaded by 'Osmosis', a music group representing Islington Music Forum.

Baroness Emerton's Chairman's report

A year of working against the clock

It has been a year of working against the clock; the Charity Commission granted an extension from April 2005 until April 2006 to present a revised constitution and organisational structure in line with their recommended requirements. Five taskforces worked diligently to meet the timetable and share discussions with the membership at roadshows in England, Wales and Scotland. Visiting Friends Groups from Cornwall to Stornaway has allowed me to meet members and learn of the work being carried out. The breadth of work and depth of commitment to local communities has acted as a great personal inspiration to me.

I have been equally encouraged and challenged by the leadership shown by my colleagues on the National Board. During the year we were sorry to see Sir William Wells leave but are very pleased to see his continued involvement as Vice President. We also said goodbye to Dr Jean Macheath, Regional Chairman for East England, Mrs Faith Humphries, Regional

Chairman for East Midlands and Mr Ron Eager, Regional Chairman for the North East, all of whom had worked hard in their local regions as well as through membership of the Board. We were pleased to welcome to the Board Clive Fletcher as Regional Chairman for East of England, John Davies who has led the Constitutional Taskforce sharing his wide experience of revising constitutions and Stuart Welling who joined us as Treasurer and has contributed in many ways to keep our finances under control.

The enthusiastic staff team based at the office in London meet the challenges and opportunities to improve membership services and are complemented by the Regional Development Officers. During the year we were able to extend coverage with appointments in the North West, North East, and East. I receive many positive comments, but most telling is that our membership numbers have remained constant over the last two years. I pay tribute to our Chief Executive, David, who leads the staff team

with great energy, efficiency and dedication. The National Association has worked on developing its national profile by engaging in projects that cross organisational boundaries and show we are committed to genuine partnership working. I would like to highlight our involvement in the Year of the Volunteer; announced at very short notice, we accepted the invitation to lead the first theme, 'Health Month', in January.

The big achievement of the year did not come to fruition until after the year-end; an huge amount of work has gone into the development of the constitution, organisational structure and identity. Each element is a major task but I report that it has been tackled with a desire that the NAHCF should be the best it can be so that local needs of patients, clients, relatives and staff are met.

As Chairman I have valued the support and encouragement I have received and I congratulate and thank every member for the valuable contribution they have made.

An extract from the first resolution proposal by Peter Green

A proposal for change

Proposals for change, especially in a movement like ours, bring doubts, reservations and concerns on how it will affect our Member Groups from what has become the accepted 'norm' in our 56 years of history.

Despite my initial reservations, and I suspect many delegates here today have facing those same concerns, I find, however, that I can now propose this Motion with a much clearer view of what is our future.

The vision behind this resolution is that all will have a greater say at local level and will enhance the valuable contribution we already make to our communities. However, it will need people with commitment and a vision to make that difference both to be seen and to be felt.

Regarding our new proposed symbol and name change, I expect all of us, and we've heard this morning how many of us, sat back and wondered 'What on earth has that got to do with our Leagues or Groups?' I know I did and I had deep reservations on the issue.

My wife is an addict to crosswords so I went to the four dictionaries already very close and I was pleasantly surprised to find

how appropriate the name is. In fact I cannot find another word that completely describes the work we are already doing, but I accept that it will take time before it becomes accepted and that it will be the responsibility of us all to promote and market the change.

Attend:

- To heed, to listen, to look and respond – our Leagues and Groups already do that
- To give care, to minister, to nurse, to visit – our Leagues and Groups already do that.
- To go and stay with, to be on hand and to serve – our Leagues and Groups already do that.
- To be present, support someone or something, to apply one's mind – our Leagues and Groups already do that.
- To accompany and follow, to apply oneself for the task – our Leagues and Groups already do that.
- To stretch forward, to go ahead, hand in hand with another – our Leagues and Groups already do that.

I can't find another word that so adequately describes the work we are already doing, plus one further definition 'to take heart'.

This afternoon, are we prepared to take heart and step boldly into the future with a new zeal and a new confidence?

As can be expected these changes will affect all our groups and membership, but we will not lose our autonomy or our ability to do and develop our services and commitment to meet our local needs and opportunities.

We will all have a greater say and a greater 'hands on' commission if we are prepared to have faith in our future and to launch out into the new era of our movement.

Today, Mr President, we have a wonderful opportunity to get things right, and despite those little concerns which many of us still have in our minds, I urge you to be bold and endorse this resolution to take us onto an even brighter and more successful future.

Mr President, with over 50 years linked to the movement, I have the greatest pleasure, and confidence, to propose this motion number one on the order paper.

I move.

Peter Green

2 November 2005

FRIENDS IN THE COMMUNITY

Friends working in their local community now make up over two thirds of the NAHCF's membership. Over the next few pages we take a look at some of the inspiring work carried out by Friends in the community throughout the UK.

BUILDING HEALTHY COMMUNITIES



Dr Syed Abdi (centre) with members of BEHAF.

The British Ethnic Health Awareness Foundation, created in 2003, is an organisation that seeks to not only raise health awareness in the public (particularly, the minority ethnic communities) and assist to improve overall access to health care services at local and national levels, as well as provide prompt advocacy, impartial advice and accurate information to help reduce health inequalities in minority ethnic groups of the United Kingdom. British Ethnic Health Awareness Foundation is a nationally registered charity, and is serving as a health education centre for the BME community.

BEHAF currently is engaged in a project aptly named 'Building Healthy Communities'. This is a regional project that seeks to provide health education and community support to the wider community through a variety of actions. BEHAF raises health awareness in the wider community by sharing expert knowledge and experience through volunteers who have dealt in the field for many years. BEHAF helps to improve people's access to local health, social and mental health care services and assist them to improve their quality of life as well as engage BME communities to get involved in mainstream activities to avoid any social segregation.

Finally, BEHAF involves disadvantaged and marginalised people (young people at the risk of social exclusion, vulnerable young women suffering from domestic violence, disabled people, asylum seekers and refugees) into the basic skill training programmes to help them communicate effectively and enhance their employability as well.

A national award winning health promotion specialist, Dr Syed Abidi, is coordinating this project from the BEHAF forum.

Since June 2003, Dr Abidi has been running a series of health awareness seminars in the Greater Manchester area. To date, he along with the help of the group's staff of volunteers has successfully organised twenty-three health awareness seminars for the benefit of the wider community. For his work, Dr Abidi has been awarded with the Year of the Volunteer 2005 Regional (North West) Category Champion Award (Innovative Category). He will be presented with his YV05 commemorative medal, coined by the Royal Mint at a ceremony at the Royal Theatre, London on 22 January 2006. Dr Abidi was chosen for his tireless efforts to bring health awareness to the local BME community. ■

● For more information regarding upcoming seminars, please contact Dr Syed Abidi on 0161 278 7672 or email behafuk@gmail.com. Visit their website at www.behaf.org.uk.



DISABILITY SPORTS FOCUS GROUP

Sport opportunities have gone from strength to strength in Cambridgeshire thanks to the Disability Sport Focus Group.

The group was first set up with the help of Cambridge City Council in 1998 and later joined by South Cambridgeshire County Council in 2002 to form the existing Focus group. The aim of the Focus group is to reach a wider audience and increase the opportunities for people with a disability to get involved in different sports, to promote social activities and a healthy lifestyle. Activities on offer include weekly trampolining, tennis and tag rugby and football sessions, as well as regular multi sports sessions where a variety of different sports such as, trampolining, swimming, basketball, cricket, football and athletics can be tried out. The regular sessions 'Sports Unlimited' and Sport Zone' take place at Comberton Village College and Cherry Hinton Village Centre, two local venues. A number of other sports are on offer depending on availability of volunteers, coaches and funding on a monthly basis at different local indoor or outdoor sport centres. Friends family and carers can join in if they like. During school holidays, special sessions are put on during

the daytime, with horseriding being just one of the popular events on offer.

Each summer a big festival takes place, this requires a lot of planning and preparation but the success at the end of the day makes all the hard work worthwhile. This year the festival was held at Sawston Village College and a large number of extra volunteers came from the local sixth form colleges in Cambridge where many were studying for a sports qualification. One member said, "It would be lovely to retain some of the young volunteers on a more permanent basis. It really is a good start for them (young people) to put something back into their community, they get the opportunity to mix with people from all walks of life, whilst gaining valuable experience both within sport disabilities and for a charitable cause."

Each year has seen an increase in attendance and sports as varied as archery, bowls, canoeing, climbing wall, cycling, golf, kite buggying, new age curling, rollerskating, rowing, rugby and squash to name but a few were available both to able and disabled bodies. Swimmer Fran Williams, 4x medal winner at the Olympic Games in Barcelona, was there for the day

to lend her support and speak about her inspirational sporting achievements. Apart from finding funding, the biggest challenge for the Focus group has been to reach a larger number of local people. The annual festival has helped enormously to promote and advertise what they do and offer. Leaflets are also distributed through different clubs, the local press is very supportive and word of mouth more and more effective. The biggest achievements have been to see the number of young people grow and the increase of involvement from sport coaches.

The DSFG sports activities for October half term proved to be very popular. The horse riding sessions at Sawston Riding School and the multi-sports sessions at Cherry Hinton Village Centre were all fully booked. At the horse riding many of the participants had not ridden on a horse before. Each person received a half hour lesson, which was led by staff from the school. Multi sports sessions consisted of trampolining, basketball, football, tennis, volleyball and fun games. Two new volunteers came along to assist the sports coaches with the session.

Feedback from all of the activities has been excellent and the next holiday programme, which the DSFG will be organising, will be for February half term. ■



ST CUTHBERT'S HIGH SCHOOL – SIXTH FORM VOLUNTEERS

St Cuthbert's High School is an all boys Catholic high school situated in the Denton Burn area of Newcastle-upon-Tyne and was founded in 1891. One of the older school buildings used to be home to the clergy, who were also school staff, and was known as 'The Priest's House'. The building later passed to the charity 'St Cuthbert's Care' and the school today still has access to the marvellous chapel within the house where Holy Mass is said every Wednesday morning by the school community. The school currently has a total of 1100 pupils and around 200 of those are studying as part of the sixth form.

The school has had an illustrious list of old boys including Gordon Sumner (Sting), Declan Donnelly (from Ant and Dec), Neil Tennant (from the Pet Shop Boys) and Lawrie McMenemy (football manager).

The school has had a programme of sending their boys out into the community as volunteers for the last 10 years. It is part of their Enrichment Programme and all sixth form pupils undertake a programme that lasts for at least 6-8 weeks. It is a highly successful scheme and the boys really enjoy this part of the curriculum.

The boys have been involved in visiting homes for the elderly and playing chess and cards with the residents, they have acted as class assistants at local primary schools, coached younger children at football and assisted with gardening and clearing work at local churches.

The school came to the notice of Jeremy Harris, Regional Development Officer for Yorkshire and the North East in the summer of this year. The introduction came via a former University colleague of the Chief Executive of the National Association, David Wood. It was decided to set up a meeting with the school and any of the charitable groups affiliated to the National Association in the area who might be interested in recruiting volunteers from the school. The first meeting involved representatives from three local groups; the Friends of Newcastle General Hospital, the League of Friends of Freeman Hospital and the Fleming Children's Trust. The Deputy Head of the school, Dave Stapylton says about the partnership, 'We are very pleased to have initiated this collaboration with the 'Friends'; it has already borne fruit and will continue to provide excellent opportunities for our boys to volunteer.'

Since that first meeting, the NAHCF's groups have presented their volunteering opportunities to the first group of boys and the boys have responded by putting themselves forward for a variety of projects. These have included producing a promotional leaflet and a promotional poster in the short time the partnership has been running so far. Some of the pupils also gave up their Saturday morning recently to give a presentation about this work to the North East's Regional meeting

There are plans shortly for the boys to

produce a website and DVD for one group and to become involved with the hospital library at another group. Each year a new cohort of pupils will enter the lower sixth form and the boys involved in previous voluntary projects will move up to the higher sixth form and focus entirely on their examinations. This means that there will always be a fresh supply of potential volunteers for the charitable groups in the area to employ.

This programme could easily be replicated in any area of the country and, although it would not add to your regular, long term volunteer force it would save time and costs; and would provide much needed new skills. It is hoped that as the programme develops, parents of the boys may begin to take an interest in the work of our charitable groups and in years to come the boys will remember the time they spent with the 'Friends' and may want to come back to us in later life; as adults. Bill Lynch, Chairman of the Fleming Children's Trust says, 'The work of the boys has been amazing and they are so enthusiastic to become involved, I can only see positive things for this project in the future.' ■

Jeremy Harris

ROSETTA LIFE STORM THE POP CHARTS



We laughed: Maxine and daughter Jessica.

Rosetta Life is an artist-led organisation that enables people facing death to find their creative voice and shape their experiences into art works that family and friends can enjoy.

The Rosetta Requiem is an internet based programme where hospice users can work with leading musicians to share their experiences with a wider public and challenge peoples' perceptions of terminal illness. Singer and songwriter Billy Bragg worked at Trimar Hospice Weymouth and produced a series of songs with the women he met in the Day Care Centre.

'Every Friday morning for six weeks, I worked with half a dozen women who came to the hospice for palliative care as they fought against the effects of breast cancer,' said Billy Bragg.

'After a couple of weeks of talking about the process of song-writing and a few sing-alongs, the 'Friday Girls' began opening up to the idea of writing a song. Maxine had the clearest idea of what she wanted to do. In our first one-on-one session, she pulled a framed picture out of her bag and said 'Look, I've been given six months to live. I don't want to mess about. I want to write the song of this picture.'

'When her condition was diagnosed in November 2004, Maxine's thoughts turned immediately to how she would be remembered, particularly by her fifteen year old daughter, Jessica. Determined that Jess should have positive memories of her after the grieving was over, Maxine commissioned a professional photo shoot which produced beautiful images of mother and daughter smiling

together, looking as if they had not a care in the world. This was how she wanted to be remembered. As Maxine says 'Cancer is terrible, but at least it gives you the chance to put things right with those you love'

'One of these photos was to be the inspiration for Maxine's song. Over the following weeks, she wrote reams of words, pouring her feelings out onto the page. My job was to take the words that best expressed the sentiments in the photograph and shape them into a song. I provided the melody, but the words are Maxine's alone. She called the song 'We Laughed'.

'In June, I got together with some local musicians and we recorded a CD. The additional tracks feature lyrics written by two more of the 'Friday Girls'. That there is not a shred of self-pity or morbidity in any of these songs is a testament to the spirit of these three women. I found the experience of collaborating with them to be inspirational.'

The song was played on the Jeremy Vine Show on Radio 2 and since then it has become the most requested song in the show's history. Maxine's story has been taken up by the national press and their story has touched many people. The single was released into shops on the 31 October and has since climbed to number 11 in the music charts. Maxine is currently undergoing her second course of chemotherapy and still attends the Trimar Hospice. ■

● www.rosettalife.org
www.rosettarequiem.org

PEPPER POT



The Friends of the Pepper Pot.

In 1981 while working at the Citizens advice bureau in Ladbrooke Grove, Pansy Jeffry realised there was a great deal of need in the West Indian and Afro-Caribbean communities. A large proportion of the population were aging but were often not receiving the levels of support needed from mainstream services, leading to widespread feelings of isolation, exclusion and loneliness.

Pansy applied for a grant from the local council and set up the Pepper Pot centre in Acklam Road, Kensington. Eventually many of the older people got to the stage where a new, more easily accessible venue was needed. The council provided them with the premises they use today and with the help of a lottery grant they were able to refurbish the building.

The Pepper Pot day centre aims to provide a comprehensive and high quality service to older people from the African-Caribbean community to enable them to live more independently in their own homes. Available is hot Caribbean food and a meals on wheels service daily. The day centre there is well developed and provides transport, recreation, group activities and health promotion. There is also an outreach service which includes befriending and many annual events are arranged from day trips to parties.

The Friends of the Pepper Pot was established in 2001 by a distinguished group of people actively interested in supporting the centre's work. The Friends are currently working hard to raise much needed funds for a mini bus with wheel chair access. This fundraising campaign was launched last October with a party at the High Commission of St Lucia.

The Friends are also looking for new members and plan to launch a project in the new year which will aim to get more young people volunteering at the centre. ■

Friends update

The League of Friends of the Churchill Hospital



Basil and Basil.

The League of Friends of the Churchill Hospital recently purchased 'Basil' the Skeleton for the Physiotherapy Department of the Churchill Hospital at a cost of £1477.

The real Basil Hughes, pictured, has been a volunteer since 1992 for the league and is responsible for the ordering of goods for the shop.

Friends of the Hospitals Port Talbot



The Friends of the Hospitals – Port Talbot's 33rd Annual Fete has raised £15,560 to date. By and large, it was a great day with hundreds of people attending. There were over forty stalls of vendors, consisting of local businesses, as well as a bouncy castle, a bungee run organized by the police crime prevention display, the fire service fire tender for general inspection and a display of twenty classic cars. Port Talbot is very thankful for the continued support from the trust staff as well as the participating local organisations and businesses, industries, churches and the general public.

Friends of St. Anne's Hospice Foundation

Famous war correspondent Kate Adie, who has visited some of the world's most troublesome areas including Iraq and

Bosnia, delivered an eagerly anticipated talk to a sell-out audience of 450. The event was organised by the Friends of St. Anne's Hospice Foundation with all the proceeds, over £5,000, going to charity. Chairman Pat Lewis said "It's absolutely wonderful to have someone of Kate Adie's stature here, and we are so very grateful for her generosity in dedicating the evening to St. Anne's Hospice." The charity has raised £1.2 million since its inception.

Bassetlaw League of Friends



Mrs Phillippa Farr being presented a certificate by Peter Green.

The Bassetlaw LOF recently celebrated their 50th anniversary which was highlighted by the presentation of a National Association certificate to League President Mrs. Philippa Farr by former National Deputy Chairman Peter Green.

The Friends of Selby War Memorial Hospital



The Friends of Selby War Memorial Hospital recently celebrated their 20th anniversary with a variety of events. One of these events included a project raising funds to equip two Palliative Care Suites in the Hospital due to be built in the near future. An initial donation of £13,000 was made to the Primary Care Trust towards the cost of the suites. In August an anniversary garden party was held for past and present members which included the presentation of certificates to show their appreciation to long standing members.

Derwentside Community Hospitals



Members of the Friends hand over the scanner, watched by acting clinical services manager Debra Butler, far right, and Chairwoman Liz Giles.

The League of Friends for Derwentside Community Hospitals recently presented the staff at Shotley Bridge Hospital with a bladder scanner worth £10,000. The bladder scanner will now prevent patients from undergoing invasive techniques. During the past year the Friends have given over £2600 worth of equipment to a variety of groups, including the St. John Ambulance Group and Derwentside Hospital's psychiatric unit.

The League of Friends to the Robert Jones & Agnes Hunt Orthopaedic Hospital



This past May, the Friends donated a brand new 18 metre swimming pool to the Robert Jones and Agnes Hunt Orthopaedic Hospital after raising the £1.3 million necessary for the project. The pool is open to use by both patients and staff alike. Hundreds of fundraising events were held throughout Shropshire, mid and north Wales. "People pulled out all the stops to raise the money. The response has been nothing short of phenomenal," said League Treasurer, Mr Brian Pughe. As a result of the overwhelming response, the League was able to earmark another £45,000 for a number of extras not included in the base price of the pool. This includes a public address system, a hoist, artwork and a gentle current of water patients can swim against.

Harrogate Hospital & Community Friends

On August 7th the Harrogate Hospital & Community Friends held a public garden opening fundraiser at picturesque Follifoot. The event, which included a string quartet and various stalls in and around the ancient village, saw nine gardens that were unveiled in memory of Mr Mark Kennedy who lost his battle with cancer last year at the age of forty-five. Mark was Chief Officer of the Community Health Council and a staunch supporter of the Hospital Friends. The affair, attended by over 1600 people, raised just over £4700 which was used to purchase two adjustable beds for the Hospital's four bed Cardiac Unit. Harrogate Hospital & Community Friends would like to extend a special thanks to the residents of Follifoot who were kind enough to open their grounds to the public.

4Youth



The group 4Youth, a charity run by young people for young people, are opening a new juice bar in Clitheroe early next year. The project, which is the brainchild of 4Youth's treasurer, Steve Procter, is supported by youngsters from the town who have been helping the group with the development. The juice bar's design as well as the equipment has all come from the suggestions of young people in the town. The juice bar will include a cafe, arcade room and a computer room with internet access aimed at attracting the young people from Clitheroe.

The Friends of Barking Hospital



The Friends of Barking Hospital would like to thank Lloyd Jones, who has served as acting treasurer and been a member of the group for the past twenty five years, for his dedicated and unstinting service to the Friends of Barking Hospital as well as his community. Mr Jones will be retiring at the group's Annual General Meeting in early December and is pictured here at a recent banquet in his honour.

West View Community Association



David Blower, Chairman of the West View Community Association was presented with the Queen's Award for Voluntary Service, one of the country's top awards for community schemes on 6 July 2005 by Lord Shuttleworth, the Lord-Lieutenant of Lancashire. The Queen's Award for Voluntary Service (formerly known as The Queen's Golden Jubilee Award) is given for outstanding achievement by groups of volunteers who provide an outstanding service, regularly devote their time to helping others in the community and improve the quality of life and opportunity for others. The West View Community Association is an organisation which specializes in enhancing the quality of life for the community in West View through provision of social and educational facilities.

The League of Friends of the Bridgwater Hospital and Community



Friends Chairman, Judith Allen, a well known face in the local hospital community, recently received the 'Individual Unsung Hero Award' presented by the Dorset and Somerset NHS Awards 2005. The awards were originally created in 2003 to encourage and recognize excellence and innovation within the local health and social care community. Ms Allen has been a tireless member of the Friends for the last forty years as well as the Chairman since 1991.

The Whitstable and Tankerton Hospital League of Friends

The WTH was recently presented with a patio set in the Friends Ward by the grieving friends and family of Mr John Gowing. Mr Gowing's family asked for donations in his memory in lieu of flowers at his funeral. His widow June also attended the official hand over which was organised by the Friends of the Hospital, who are now arranging for a memorial plaque to be mounted there. Furthermore, there is a surplus of money received from Mr Gowing's generous family which will be used toward future projects. In addition, the Friends donated some new physiotherapy equipment to the hospital, largely paid for by Alan Turner, who cycled 470 miles to raise over £2,000. The standing and walking aid will improve patient's mobility as well as self-confidence. ■

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 31 January '06 for inclusion in the next issue. Thank you!

Shop talk

Retail forum



Shop managers find out how to improve sales at the retail forum.

October saw a new initiative for the NAHCF in the form of our Regional Retail Forum pilot. Held at the University of Surrey, around twelve shop managers both paid and voluntary from Friends' retail outlets large and small, came together to learn and network.

The day consisted of four sessions led by different corporate partners of the NAHCF. Sundeep Dhatt of GlaxoSmithKline and Deborah Mayo of Danone Waters explained how to improve sales in the soft drinks market through improved layout and stocking the right lines.

The same approach was taken in the confectionery category by Carly Wright from Masterfoods. Friends were surprised to discover which products are the top sellers in the confectionery market.

Finally Ian Brace of delivered wholesalers, Key Lekkerland looked at how building relationships with your wholesaler can create opportunities and improve the working environment for volunteers and staff.

The day prompted many of the managers to consider the benefits of working closer with the NAHCF and our corporate partners. The forum also encouraged greater cooperation between groups in the south-east, many commenting on how they have been able to help each other since the day.

"We really enjoyed the opportunity to bring one of our shop managers over to Guildford and to hear how the 'retail' sector view and make recommendations. The ideas will certainly help us so thank you for all your work." Alison Earle - St Mary's General Hospital (West Wing) League of Friends Shop

We hope to come to each region and area with a day similar if interest is shown in the future. Please let us know if you think this will be of use to your retail outlet. ■

Fundraising ideas

Greetings cards from Noel Tatt



In the last Shop Talk we mentioned we were delighted to announce that we had nominated Noel Tatt as a preferred supplier to the NAHCF for greeting cards.

We have negotiated for all Friends retail outlets a 10% discount off all purchases from Noel Tatt, plus special payment terms.

Noel Tatt currently supply a large number of Friends outlets where their ranges prove very popular.

As well as quality greeting cards, Noel Tatt can also supply a full range of display options free of charge – including card racks in a wide range of sizes and colour schemes, spinners, plus floor standing display units for seasonal ranges.

Friends retail outlets that answered our 2004 survey and stated they would like to receive advice and offers from the NAHCF and its Corporate Partners will have recently received details of what Noel Tatt can offer. If your group is not on the list and would like to be, please contact David Elcock on 0845 4500285. ■

● If you are interested in receiving more details on Noel Tatt, please call on 01227 811600 and ask for Michael Griffiths or one of the customer service team. You can contact Michael by email michael@noeltatt.co.uk or fax 01227 811601.

Your questions answered

Infection control in hospital retail

We recently received these enquiries at the Shop Talk desk and thought that it may be useful to other retail outlets. With the help of Suzanne Golding-Ellis, Acting Senior Infection Nurse at North Bristol Trust we were able to answer these queries.

Q Is there any risk in the spread of infection due to the practice of borrowing, lending and purchase of second-hand books in the hospital setting? For example library services, book trolleys and second hand book stalls.

A Potentially there is a minimal risk of the spread of infection, as there is with any other piece of equipment in a clinical area. The key would be to minimise the risk. Therefore if the book is soiled or excessively dusty then it should be discarded. Good practice would be to wipe over the surface of the book in between lending it to patients. We are always keen to promote hand washing and with the 'Clean Your Hands' campaign patients are also actively encouraged to clean their hands along with volunteers and staff.

Q Are there any guidelines regarding patients bringing their drip/blood bags on wheeled stands into the Hospital cafeterias and shops?

A We cannot see that patients who take their drips to a cafeteria area would particularly pose a threat of infection to others. It is unlikely that it is due to a blood transfusion, as patients are closely monitored during this procedure, therefore they would not be leaving the ward. The risk would be if there was a spillage of the blood. This would involve the spillage being cleaned by a member of staff who has been trained to deal with this situation. ■

● Do you have any questions you would like answering in relation to retail issues? Contact David Elcock on 0845 4500285 or email david.elcock@hc-friends.org.uk

More fundraising ideas

Impress-ive Christmas cards



One of the many Impress Publishing Christmas card designs.

Friends have teamed up with Impress Publishing, a leading charity Christmas card publisher who are based in Canterbury.

We have developed a programme which is designed to promote the identity of your local community group and attract fundraising contributions from the sale of Christmas cards in 2006. The aim is to offer a selection of designs personalised to your group and provide the means to buy them in small quantities at competitive prices.

The current thinking is that there will be 10 Christmas designs offering a choice of classic religious, traditional and contemporary. These can be printed with your charity details inside and also feature on the backing slip in the cellopack of ten cards.

Friends groups will be able to purchase as little as 100 packs of cards in total from the design selection – providing more choice without having to buy large quantities.

The cost of the cards is likely to be in a range from £1.50 per pack for orders of 100 packs down to £1.25 per pack for orders of 300 packs. This will allow the packs to be sold at a competitive retail price.

The plan is that each group will receive an introductory pack next February. This will contain a letter explaining the principles of the scheme, a colour visual of the designs, a sample to show the quality of the cards and a simple order form which will enable Impress Publishing to expedite your order. There will be a Friends customer care support team at Canterbury to help throughout the process.

This is a real first for Friends to source a selection of bespoke Christmas cards without the penalty of buying in large quantities. ■

● If you would like more information, please phone 01227 811611 and ask for Nicola or Bill.

Are you active against MRSA?

SkinSure Ultra is!

Hygieia Healthcare has developed the SkinSure range, your skin is under constant attack from your day-to-day environment, with up to 1 in 12 of the adult population suffering from eczema and as many as a third of the total population suffering from sensitive skin. What ever your need, there will be a SkinSure product for you.

All SkinSure products are free from alcohol, lanolin and steroids.

Are you a healthcare worker? Want protection from constant hand washing and harsh alcohol gels? Are you going into hospital? Do you want added long lasting protection against bacteria during your stay? Try SkinSure Ultra. SkinSure Ultra for use in environments with a high risk of exposure to bacteria (care homes / hospitals). Kills bacteria such as E Coli, Staphylococcus aureus, Enterococcus fascium (VRE) and Salmonella enteritidis, it is also active against MRSA. SkinSure Ultra does not contain any alcohol, a recognised cause of contact dermatitis. Ultra forms a waterproof barrier that lasts for at least 3 hours.
FREE 50ML BOTTLE TO THE FIRST 50 WHO REPLY.

Dry skin condition? Want to stop bacteria getting in? Want something soothing and moisturising? Want it to be waterproof & long lasting? Try SkinSure Plus. SkinSure Plus is a long lasting barrier cream proven to kill bacteria. Barrier lasts for at least 3 hours even after hand washing. Soothes, cleans & protects dry skin conditions such as eczema. Suitable for use on all areas, 4 years upwards.

Looking for a gentle product you can use on a day-to-day basis? Try SkinSure Daily. SkinSure Daily is a deep moisturising antibacterial lotion that has been formulated for use as part of your daily routine, it is suitable for all on all ages and all areas of the body. It is non greasy and absorbs easily into the skin.



If you are interested in stocking SkinSure products please contact Tristan Grace on 07815 955250

FREE 50ml bottle of SkinSure Ultra.

To claim your free gift please email your name, address & occupation to: friendscomp@skinsure.co.uk
HURRY! Gifts are only available to the first 50 who reply
Only 1 gift per address

www.skinsure.co.uk

Pete's bit...



Dear Friends,

It's been a busy time for the London office with the build up to our Annual General Meeting on the 2nd November. As such, I was delighted to see so many groups attending, taking part in the discussions over the identity of the National Body. Thank you for your many comments; we have appreciated them all, and please remember that we are only a phone call away.

The theme of this issue is 'Community Groups' of which we have a great many contributing to health and social care. It is pleasing to see that over half of our affiliated groups consider themselves to work in the community, providing different but no less valuable services to the Hospital Friends profiled in our last issue. This is perhaps a reflection of the changing patterns in delivery of services in health and social care in recent years and is testament to the volunteers' abilities to meet those changing needs.

Friends Week was a great success this year and involved more registered events than ever before from all over the country. If you would like to know how you can take part next year please do not hesitate to get in touch.

A key issue for trustees is the induction they receive when they join an organisation; I have discussed some of the surrounding issues opposite and hope that they increase the profile and importance of good governance in this area.

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

Don't forget

Dates for your diary 2005-2006

Health Month '06 – 1st to 31st January 2006

Mental Health Learning Network (South East)

31st January 11-1pm Skipton House, London

The Roles & Responsibilities of Trustees Workshop

10th February at the Royal Berkshire Hospital, Reading

NAHCF Incorporation Day – 1st April 2006

Volunteers Week – 1st to 7th June 2006

Friends Week '06 – 23rd to 29th October 2006

NAHCF Annual General Meeting – 8th November 2006

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

Hot topics

Companies limited by guarantee

On the 1st April the National Association will become a company limited by guarantee. This means that the charity will become a limited company and members of the Board will have much greater protection from personal liability under the Companies Act. However, where a limited company might have a commercial interest over a charitable one, limitation by guarantee ensures the social purpose continues and its charitable status remains.

Nearly all major charities are incorporated (e.g. Oxfam, Help the Aged, Age Concern, CSV) due to the increasing liability associated with employment and property contracts and legal compliance, increased scrutiny and expectations.

Benefits of Incorporation

Other benefits of incorporation to a charity include:

● the company is recognised as a legal person, distinct from its members and may hold property in the company name (not in the names of its directors/trustees)

- avoiding expenses involved in transferring of property when there is a change of trustee
- the company can enter contracts and be principally liable for losses
- the liability of members of the company is limited in the event of the charity winding up.

Who can incorporate?

If your charity is considering incorporation it is recommended that some of the following apply:

- it is a large organisation (income in the order of hundreds of thousands of pounds per year)
- it has employees
- it will deliver charitable services under contract
- it will be an owner of land. ■

● If you would like further information you can contact the Charity Commission or ask our London office for advice.

Want to get involved?

Volunteering Opportunities

The NAHCF is currently looking to provide opportunities for volunteers to take part in some unique projects across the UK. Recently, for example, there have been placements to set up volunteer complaint panels for the General Dental Council. This is a chance to gain some new experiences, meeting with other organisations in health & social care and if you wish to be informed of opportunities as they arise please register your interest with us. You can do this by contacting our office by telephone: 0845 450 0285 or email: info@hc-friends.org.uk. ■

- If you register your interest there is no obligation for you to take up a volunteer placement and we will not pass on your details to any third party without your permission.



Mental health VSM learning networks

Regional networks are being established to discuss issues and share good practice between voluntary and statutory organisations around mental health volunteering.

The inaugural meeting for the South East region will be held on the 31st January 06, with other regions following throughout the spring.

Is your group involved with mental health? Would you like to be invited to attend in your own region? ■

- For further information please contact Terry Bishop, mental health project lead. Telephone: 01252 675626 Email: terry.bishop@hc-friends.org.uk

What about...

Inductions for new Trustees



Inevitably there comes a point when a trustee moves on from a charity and leaves a vacancy for another. Although this can be upsetting, it gives a natural opportunity for the charity to find a new board or committee member with a different perspective or new skills.

The ease with which this new member becomes a part of the life and work of the charity depends heavily on the induction given by the other trustees.

When a charity elects a new trustee there are a number of tasks to ensure that they are properly settled and understanding of the requirements of the role. Certainly you should give them a copy of your governing document and the latest financial statements

so that they can fully understand what the purpose of the charity is and the actions they can take to achieve it. You should also set up an opportunity for them to witness the work of your volunteers, meeting and greeting those involved in the projects that display the passion on which your objects are based.

Trustees should also be aware of what they can and cannot do on behalf of the charity. The Charity Commission supports this by providing a publication called "The Essential Trustee: What you need to know".

Induction becomes more complicated for positions with a specific responsibility for example, Chairman, Treasurer, Fundraiser, Membership Administrator and Volunteer Coordinator. It is vital that trustees in these positions keep clear and up-to-date notes on their daily duties and store them in a known and secure place.

The position of Treasurer is one of the hardest acts to follow without clear guidance. With the potential to keep record of donations, bank statements, expenses,

insurance, VAT, stocks, budgets and many more, a gap of a few months can have disastrous consequences. Who wants to inherit chaotic finances?

"Financial responsibility for a charity lies with all trustees – not just the Treasurer!"

With these issues in hand, it is therefore quite pertinent to be reminded that all trustees are accountable and liable for their charity's finances and the actions of their Treasurer.

If you would like to obtain Charity Commission guidance or would like to discuss with us any of these issues please do contact us.

With thanks to John Potter FCA, League of Friends of Derbyshire Royal Infirmary for suggesting inclusion of this topic and for sight of his Treasurer hand-over notes. ■

- Guidance on trustee responsibilities can be supplied direct from the Charity Commission on 0845 300 0218. Publications include "The Essential Trustee: What you need to know" and "Welcome to New Trustees".



health month '06

encouraging volunteering in health and social care

Last January over 75 events took place during Health Month as part of the Year of the Volunteer 2005. This year we aim to do even better.

The NAHCF, the National Network of Volunteer Involving Agencies (NNVIA) and the Home Office are equally keen to see the themed months continuing as a legacy of the YV05's work. We welcome everyone working in health and social care to register their events, activities and volunteering opportunities on the January Health Month '06 website. Please join us in working with one another to expand volunteering and the benefits it brings.

The aim of Health Month '06 is to show that anyone can get involved and volunteer within the health and social care sector. Research shows that over 11 million people are waiting to volunteer but many find it difficult to identify an opportunity which meets their interests and availability. Studies have shown that

volunteering can have significant health benefits for both the patients and the volunteers. The act of volunteering can build self-esteem and confidence. Many health care professionals prescribe volunteering as a way to reduce stress and help with physical and mental problems.

Are you an organisation?

Visit www.healthmonth.org to register your events taking place in January and to see other events that you can attend in your area.

Are you an individual?

Why not attend one of the events or activities advertised on the website? There is a handy search facility allowing you to find events in your region. There is also a search box for the do-it.org.uk database of volunteering opportunities across the UK. We hope that this site encourages you to get involved.

Health Month themes are:

- volunteers bring something unique to health and social care
- the statutory sector needs volunteers
- you will be surprised at how your skills and hobbies can be used in volunteering
- volunteering is good for your mental and physical health
- anyone and everyone can volunteer to support health in some way.

For more information visit www.healthmonth.org