

FOYH Annual Report and Friends News 2018-19

Charity Reg. No. 500474
Charitable Incorporated
Organisation
Reg. No. 1183252



Autumn 2019

Charity answers the call for support

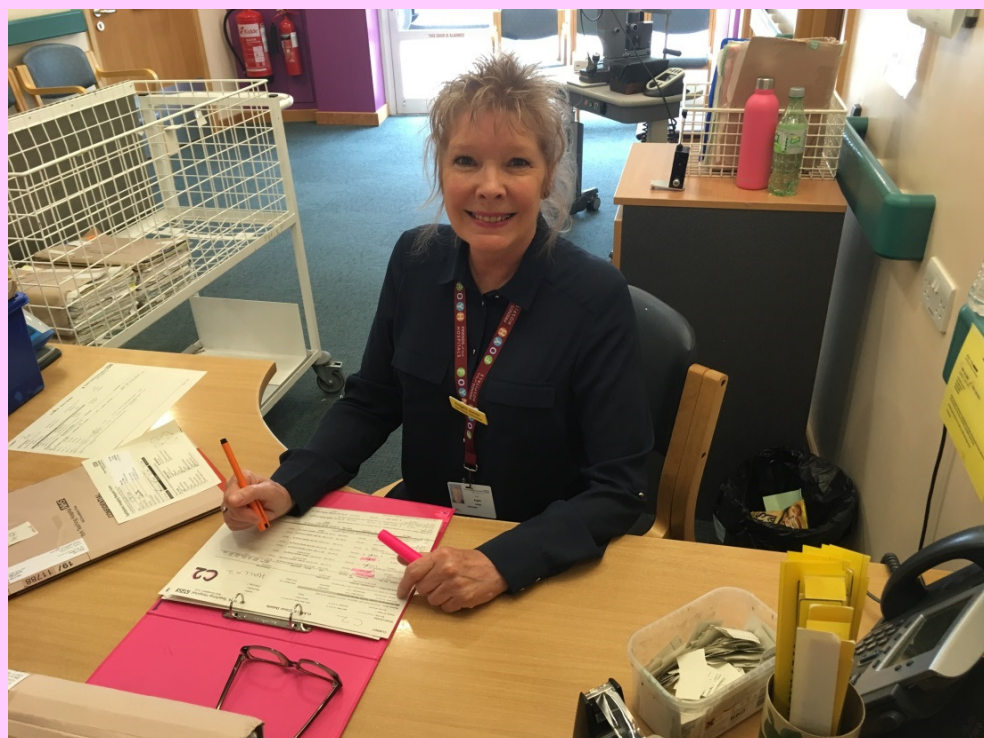
Whether in providing volunteers or funding, the Friends of York Hospitals is used to responding to requests from York Hospital and its satellite units. However our biggest single grant of the 2018-19 financial year by some distance was a little different. The funding requests we receive are usually additional purchases, not the facilities and equipment that would normally be provided by the NHS. But in this case there was a pressing financial need to complete a major NHS-funded project – the renovation of the Emergency Department. Winter, when patient demand normally increases significantly, was approaching.

Fortunately the FOYH Constitution allows our Trustees' to fund "...equipment or services for the benefit of patients that may not be readily available to be funded by the NHS Trust."

The funding was voted through and a new set of fixtures and fittings enabled the Emergency Department refurbishment to be completed in time for the busy Winter period .



Derek De Vere of FOYH (*second from left*) with Emergency Department staff. York Hospital Trust's Fundraising Manager Lucy Clegg – who was co-opted onto the FOYH Trustees' Committee in 2018-19 – is on the far left.



Angela Jones enjoys guiding patients to their appointments in Ophthalmology (*above*). It is a varied role in a big, busy outpatients' clinic. Five FOYH volunteers currently help there and there is scope for more.

From the Chairperson

Dear Friend

Welcome to our fourth Annual Report. It is a pleasure always to present it to you. This year we as a Board of Trustees have decided to save on costs by producing an in-house Annual Trustees Report. I hope you enjoy the content.

I must first of all mention the passing of two 'stalwart' volunteers, Aileen Grant and Val Barrett, who died within the last year. Aileen was a lovely lady who was always enthusiastic about supporting our Volunteering efforts and attending the AGM to see how we were doing. Val gave 12 years-service at the hospital with us and the WRVS, we will miss her humour and determination, another lovely lady. We will miss them both and our sympathies were expressed to their families. Rest in Peace Aileen and Val.

On to the good news, we are progressing well with the implementation of the Charitable Incorporated Organisation which was approved unanimously at our EGM in February this year, a significant step forward for our charity.

We presented Sandi Richardson with our first John Pratt Award for continuing hard work on Fundraising. Sandi really 'stepped up' over the last year with her tremendous work successfully reviving our public raffles. Sandi generated much needed funds, along with everyone else in the Fundraising team which is chaired by Jenny Hildyard my Vice-Chair.

Along with major funding grants to equip and redecorate the Emergency Department (see P.1), to provide specialist chairs and toilet seats for patients with Dementia (P.5), and to help fund a new suite for Bereaved New Parents (P.7), we have provided:

- A new Cordless Phone for Ward 28*
- iPads for the Speech and Language therapists to use on the Stroke Wards, helping stroke patients with conversation prompts and speech games and exercises. Our own Stroke Support Volunteers have also been trained in speech software and provided with an iPad*
- A specialist exercise training day for physiotherapists, volunteer helpers and Parkinson's Disease Outpatients*
- Wall decorations for the Children's EEG Recording Room in the Neurophysiology Department*
- Funding for a whole range of exercise equipment and redecoration in Ward 39's Physio Room – this improvement work is due to start as we go to press.*

On our current FOYH Committee we have in my opinion a very strong team. We have had a notable addition in Tracey Wellburn since last year, and she has added new ideas in particular to our Fundraising efforts and additional strength to complement our existing Trustees.

As can be seen from our Treasurer Hussein Syed's short Report, and the full Accounts available online we also are in a good financial position. Our investment portfolio with Lloyds is still producing growth in difficult financial times.

I remain very proud of all the work our FOYH Volunteers provide in our hospital sites and also many thanks to Andy White our employee who works hard in coordinating them.

Finally we must always remember that the patients of York Hospitals, many of them going through difficult times, are who we serve - in collaboration with the hard-pressed NHS staff.

Regards

*Derek De Vere
Chairperson, Friends of York Hospitals.*

Bridging the age gap



Nour Nakeshbandi (L) and Lucy Swales (R) from Huntington School have been providing Patient Refreshments on one of our Elderly wards, Ward 25 on Wednesday afternoons in recent months. A member of staff on the ward phoned the Friends' office after seeing Lucy and Nour having a talk with a 97 year-old lady – no small challenge given the 80 year age gap. The lady had not been visited by any relatives and seemed rather lonely, but she had really brightened up talking to Lucy and Nour and was clearly enjoying their company. The member of staff called them "A credit to their school" and asked "Can we have some more like them?" We'll do our best!

Volunteering Reviewed

The 2018-19 financial year saw a major review of our volunteer work initiated and followed through by the Friends' trustees. FOYH Treasurer Hussein Syed led the review. He was provided with some wide-ranging terms of reference: How many volunteers did we have? Where in the hospital did they help? Were they adequately trained and equipped? Along with the fact-finding there was also a desire to gain more knowledge about the other large volunteer group in the hospital, the volunteers who are directly recruited by the hospital Trust. Hussein was given the task of finding ways to cooperate more closely with them, if that proved possible.

In the course of the review Hussein interviewed 15 volunteers, representing Oncology, Main Reception, Patient Refreshment trollies on the wards, the Dementia ward singing group, the Endoscopy Clinic, the Stroke wards, the Eye Clinic and the Newspapers and Mobile Library trollies. Both student and adult volunteers were interviewed. 14 of the volunteers helped at York Hospital, and 1 helped at St Helens Elderly Rehabilitation Hospital. Hussein also met with Andy White our Administrator and Volunteer Coordinator (AVC), and Catherine Rhodes who oversees all volunteering in the hospital on behalf of the NHS Trust.

In terms of relations with the hospital Trust Volunteers the timing of the review was unfortunate. It was one of those times when key NHS staff had left and their replacements had not arrived yet – or were very new in post. So it wasn't easy to get a full picture of what the Trust's volunteer service did or how best to cooperate with them. The main recommendation was for the coordinators and managers/ trustees of each volunteer service to meet more often and get to know each other's organisation better.

The review was more successful in providing an overview of the Friends' volunteering work – and the results were reassuring in the main. Most volunteers felt supported by the charity and felt appreciated by the patients and NHS staff. Areas of potential improvement were identified, and the FOYH Volunteer Handbook, Volunteer Policy and Problem Solving Procedures were all updated, and a new Complaints Policy was brought in. Andy White agreed to provide trustees with regular updates on volunteer numbers and locations, using our database. The next Annual Report will summarise some of this data.

The Volunteering Review also had one very important by-product. Everyone involved - volunteers, trustees, NHS staff and the AVC – ended up with a better idea about what each other did to help the hospital.

For many years the bulk of our charity's income has been through legacies. In 2018-19 legacies amounted to £12,045 out of our total annual income of £28,755, including investment income of £7,916.

Our running costs were £33,302. Ideally, we would wish to cover our running costs from our annual income, so there has been a shortfall of £4,203 which means we need to increase our fundraising efforts.

Total expenditure in 2018-19 was £68,049, of which £29,019 was spent on grants, £5,468 was spent on investment management costs, and the remainder was the £33,302 running costs already referred to.

Our investment portfolio was valued at £434,736 on 31st March 2019. We have taken £100,000 from the investment portfolio in the new financial year to fund major hospital projects. We will look to keep growing our investments to allow us to continue making substantial grants.

Please refer to the Documents section of our website www.foyh.org.uk for the full annual report and accounts document, or ask to see a copy in the Friends' office.

Friends support future doctors project

In March the Friends' Treasurer Hussein Syed and Hon. Secretary Stephanie Neale attended the final session of a new FOYH-funded project involving local school students who aspire to become doctors. 'Experience Medicine', initiated by York Hospital Renal Consultant Paul Laboi, gave the sixth formers the opportunity to shadow medical staff. 'Experience Medicine' sessions were held every Wednesday for 9 weeks, introducing the students to a variety of specialities, departments and patients.

The students said that they had been given a background to the various departments and felt that they now understood better the broad range of knowledge a hospital doctor needs, not just the clinical knowledge required to become a doctor. The value of the project was recognised by all who took part and it was agreed that the FOYH will support 'Experience Medicine' in the future if the hospital is able to offer the scheme again.



Stephanie Neale (front, left) and Hussein Syed (front, centre) with some of the local sixth formers on the 'Experience Medicine' project. Saj Hoque (back, centre-left) went on to volunteer on Ward 34 with FOYH.

New gazebos keep Friends dry at St Crux



Thursday May 9th 2019. Sheltered by one of the Friends' three new gazebos, FOYH trustee Malou Lindholm displays craft stall items at our annual St Crux café and sale stalls day. St Crux hall is superbly positioned – right in the middle of York at the bottom of the Shambles - but the unseasonal weather kept many of the regular shoppers and café users at home that day! Nonetheless just over £500 clear profit was made to help enhance hospital facilities.

Feedback on previous FOYH funding

The Friends of York Hospitals donated more than £36,000 last year to York Hospital Trust's Dementia Appeal. The main purchase was 9 state-of-the-art specialist chairs which are now in everyday use across the Elderly Medicine directorate.

"The gift of these chairs from FOYH and the Dementia Appeal, has enabled therapists to support people with dementia to sit out of bed. One of the things we know about staying in bed for longer than we need to is it causes our muscles to waste. In fact the statistics show for every 10 days a person stays in bed it ages the muscles by 10 years! If I am living with dementia, and the disease is affecting my communication it can be really tough for me to say to caregivers that I am uncomfortable. The more I refuse the more likely I am to get more physically dependent. It can be a vicious cycle.

Having these chairs to be available has quite literally kept people walking! The chairs have even been used to transport people to the canteen, gardens and on site coffee shop- where they would not have been physically able to go before."

- Sonia Archer, Occupational Therapist

Photo: Occupational Therapists Bridget Gonda (L) and Karen Allen (R) are pleased with the chairs!



Fundraising 2018-19

By Jenny Hildyard BEM
Chair of Fundraising Sub-Committee
and FOYH Vice-Chairman



There has been a mixed reception to fundraising this year. However, our new Fundraising Sub-Committee have worked hard and I am very grateful to those who have volunteered to help us.

The Santa Stroll last Christmas from the Station to the Hospital was fun. We have had two successful 'Collection' days at Morrisons this year and our annual day at St Crux was also successful. We also had a

good day selling bric-a-brac on one of the stalls in the hospital, (see photo with FOYH President David de Silva and myself).

Sadly, it seems increasingly difficult to get people to help with fundraising events but, for those of us who have had experience in doing this, it can be a delightful experience because it is not just about collecting money! It is good PR and an opportunity to talk with patients/visitors/children and explain exactly what the charity is all about. It also gives us an opportunity to listen to their experiences of being in hospital and/or visiting a loved one.

On Sunday 1st December we are organising a Musical Street Collection at various well-known spots in York. We are hoping local schools will encourage their musicians and Sixth Formers to help with this event. But we will also need adult volunteers to help on the day. If you would like to come and help any time between 10am and 4pm PLEASE contact Andy in the Friends' office and he will pass on your name and contact details. Many thanks.

Keeping an eye on the patients

The Friends co-funded the rental of a fish tank in the Diabetes Clinic for the next two years. At £576 per year these colourful characters don't come cheap, but the benefits they bring make them worth their fee. As Helen Gilbertson from Diabetes puts it, they create "a calming influence whilst patients are here for their appointments which can have encouraging results regarding blood pressure etc., and can reduce stress."



Bereavement Suite on the way

What could be sadder than a new bereavement suite for the Maternity department at York Hospital? But it was a very happy occasion when the Maternity staff received the Friends' donation of £25,000 to the hospital Trust's 'Butterfly Appeal'. It meant that their much-needed project was taking a big step forwards.



Derek De Vere (L), Jenny Hildyard (Centre) and Malou Lindholm (Centre-R) met Bereavement Midwife Bev Shelley (Behind Malou) with members of the Sudden and Neonatal Death Society (SANDS), who were also making a substantial donation to the Butterfly Appeal

Building the new bereavement suite will cost £250,000 in total. The suite will be used by families who have experienced a late miscarriage (after 12 weeks) or a stillbirth, and it will be decorated in a homely, non-institutional style.

Our donors and sponsors in 2018-19

The Friends of York Hospitals would like to say a very big thank you to the following people, who enabled us to continue supporting the hospital by making donations and legacies. Also the local businesses who donated, took one of our collection boxes or provided raffle prizes:

Ms Alison McHardy
(in memory of Bob Leeming)
Mr Keith Edgehill
Ms Sarah Guy
(in memory of James Day)
Harriman family
(in memory of Beryl Harriman)
Mrs Patita James
Pratt family
(in memory of John Pratt TD)
Mr Alan Nicholson

Ambiente, Goodramgate
Asda, Monks Cross
Ate O'Clock, High Ousegate
The Beeswing, Hull Road
Boots, Monks Cross
Brew and Brownie, Museum St
The Buck Inn, Thornton le Dale
Harlequin, King's Square

Hotel du Vin, The Mount
Mama Mia, Gillygate
Morrisons, Foss Islands Road
One Stop, Heslington Road
Partisan, Micklegate
Rae and Webb, Gillygate
Sainsburys, Foss Bank +
Monks Cross

Mrs Helen Scarcliffe
Rev. Kevin Tromans

New Format for

Friends of York Hospitals Annual Report

The Friends' Trustees have decided to slim down the charity's Annual Report. The aim now is to summarise the key points from the previous financial year in a cost-effective, easily accessible newsletter format. It was the charity's new website www.foyh.org.uk which persuaded the Trustees to make the change. We have put our previous Annual Reports and Newsletters on the websites Documents pages. Our independently-examined Annual Accounts can now be found in the same place in full, for anyone who wants the complete financial picture. Or they can ask to see a hard copy in the Friends' office. The Trustees thought that most of our members do not need to be sent that level of detail individually in a glossy brochure format.

The brochure-style Annual Reports did provide a platform to thank volunteers, fundraisers and donors for their support. They also gave our volunteers the chance to tell people a little about what they do. These articles were well-received and there is no reason why members cannot have an input in future newsletters. Perhaps you know of an aspect of our work which could be highlighted? Or you would like to try writing about your experiences of supporting the hospital? If so please get in touch with Andy White in the Friends' office.



Lift-off for Wellbeing Choir

FOYH volunteers and funding helped a new Trust Arts Team initiative, a regular, professionally-led choir for staff, patients and volunteer members, get off the ground in the 2018-19 financial year. FOYH funded sheet music and provided a refreshments volunteer in the choir's pilot phase, as well as singers. Singing together can lift your mood, boost your immune system and is a great way to meet new people. The Wellbeing Choir has continued at York Hospital and has spawned a similarly successful Wellbeing Choir at Scarborough Hospital. There have been mutual benefits as well - three non-FOYH members of the Wellbeing Choir have joined the Friends' Dementia ward singing group.

Thursday 26th September FOYH Annual General Meeting, Priory Street Centre, starting with a buffet from 5.15pm.

Friday 18th October Supermarket Collection, Tesco Askham Bar.

Wednesday 6th November Meal at 'Ask' restaurant, Blake Street.

Sunday 1st December Musical Street Collection, York City Centre.

Tuesday 3rd December Tabletop Sale, York Hospital Foyer.

Diary Dates