

**Friends**

# 2019 MAGAZINE

Incorporating 2017-2018  
Annual Report & Accounts

St Richard's Hospital, Spitalfield Lane,  
Chichester, West Sussex, PO19 6SE.  
Tel: 01243 831843  
Registered Charity No. 225858

**Friends**  
of Chichester Hospitals  
Supporting St. Richard's Hospital  
and local mental health services

**MAKING A REAL DIFFERENCE FOR PATIENTS & STAFF**



# Friends of Chichester Hospitals Trustees & Officers 2017-2018

## **President:**

Mrs Angie Hobson

## **Honorary Vice-Presidents:**

The Right Worshipful the Mayor of Chichester  
Mr Jim Sewell

## **Officers**

### **Chairman:**

Mrs Jane Ramage

### **Vice Chairman:**

Mr Tony Hembling (till June 2018)

### **Honorary Secretary:**

Mr Paul Green (till June 2018)

### **Honorary Treasurer:**

Mr Jonathan Rowden

### **Committee:**

Lady Haddacks

Mrs Corina Hall

Mrs Jane Haywood (from June 2018)

Mrs Jac Hepworth

Mrs Tricia Robertson

Mr Jim Sewell (till June 2018)

Mrs Kate Smee

Mrs Jan Stirland

Mrs Lucia Dean Taylor (Appointed in December 2018)

Dr Robert Simpson (Appointed in December 2018)

Mr Richard Stephens (Appointed in December 2018)

# CONTENTS

- 1 What are “The Friends” ?
- 3 How we make a real difference - purchases
- 10 Our Friendly face - plus What some volunteers say
- 14 How we raise funds - events and supporters

***“Without our Friends,  
we could not equip  
half of our hospital....”***

**Marianne Griffiths**

Chief Executive,  
Western Sussex Hospitals NHS Foundation Trust

- 18 Donations / Membership
- 19 Chairman’s Report
- 22 Treasurer’s Report
- 23 Income & Expenditure

# WHAT ARE “THE FRIENDS” ?

*Put simply, the “Friends” is a charity made up of a group of members and volunteers committed to “Making a Difference for patients and staff” in St Richard’s Hospital and local mental health services (now based at the Chichester Centre, Graylingwell).*

## **WHY THE FRIENDS EXIST**

The Friends started out as a voluntary support group for Chichester’s hospitals when the NHS was set up in 1948. The charity developed from the pre-1948 voluntary and charitable organisations which supported the Royal West Sussex Hospital and St Richard’s Hospital, as well as Graylingwell Hospital. Our founders saw a need for community support for the work of medical staff and the provision of “patient comforts” such as Christmas gifts, entertainment, or comfortable seating. In those days, the charity was known as the “League of Friends”, a title which changed in the 1990s to just “Friends of Chichester

Hospitals” to reflect a more modern approach and independence from the national organisation of “Leagues of Friends”.

## **SERVICE - AT THE HEART OF THE FRIENDS’ VALUES AND PURPOSE**

As our hospitals grew, and patient numbers increased especially at St Richard’s Hospital, Friends’ activities expanded alongside new developments. The much-valued daily Ward Trolley service now requires two teams daily, and is supplemented by a smaller trolley which serves the Women & Children’s Block. The Friends’ Shop also grew, from a small cupboard to a well-stocked service



in Main Reception – and now in a modern Shop at the Outpatient Entrance. Our shop and trolley offer almost everything an inpatient might need, plus everyday items for visitors, outpatients – and staff, whose short breaks mean that speedy service and a reliable, affordable stock of drinks, sandwiches and snacks etc make a huge difference to their working day. Our Shop & Trolley volunteers provide an immensely appreciated service, with the added benefit that all profits are returned to the hospital via funding of equipment to support staff in their care of patients. The volunteers also have an important role in just being “friends” to the customers, many of whom are

anxious about a relative or friend, or are themselves unwell and worried about test results, etc.

A friendly face and a cheerful conversation over a small purchase, can make a real difference to someone's day.

## **FINANCIAL SUPPORT FOR OUR HOSPITALS**

The NHS has changed enormously since 1948, and now provides treatments and procedures undreamt of in the post-war years, and far more costly than could ever have been envisaged. Nowadays, the Friends fund a much wider range of equipment than most people realise – recent examples include a Fibroscan non-invasive liver testing machine (£90,000), an Echocardiograph machine for Cardiac Investigations (£80,000) and lifesaving patient monitors for A & E.

The variety and high cost of equipment reflect rapidly improving technical developments in medical care, which hospital budgets cannot routinely cover. The Friends have supported many departments or wards which need

equipment but cannot afford it from the normal budget. Sometimes this is a surprisingly small amount of money, e.g. a selection of toys, games and books to reduce stress and boredom for children and teenagers waiting to be seen in the Paediatric Clinic (£700)

Over the years, the Friends have significantly supported all St Richard's special appeals to increase or improve facilities, such as the Fernhurst Centre Cancer Day Unit. We have also funded major projects such as equipping the Eye Day Surgery Unit and Clinic, and a complete X-Ray Room for A & E.

## **ALL VOLUNTEERS**

We employ no paid fundraisers or administrative staff. All the Friends are volunteers, from the regular "Trolley Dollies" and shop staff, and office "Friends" to the occasional helpers at a collection or event – and the Trustees who manage the charity and associated fundraising activities. All give their time and talent freely to support patients, staff and visitors, and to put something

worthwhile back into our community. As a result, our expenses are kept to a minimum, and a very high proportion of our income can be used to purchase vital equipment for our hospitals.

## **C. 11,000 HOURS A YEAR - A GIFT OF TIME AND TALENT**

Each year, Friends' volunteers, in various capacities, give around 11,000 hours of service to support our hospitals, both in directly practical ways such as the Shop and Trolley, and by raising additional funds to provide equipment which would otherwise be unaffordable.

## **JOINING US**

Anyone who wants to support and enhance the care given in St Richard's Hospital or by local mental health services can be a "Friend" of Chichester Hospitals, simply by joining our volunteers or by subscription as a member (£10 annually or £50 Life membership). Details are on page 18

# HOW WE MAKE A REAL DIFFERENCE - PURCHASES

*From Christmas gifts and summery hanging baskets to a high-tech Cardiac Echo machine, the Friends provide both “patient comforts” and modern equipment which enables clinicians and nursing staff to introduce new treatments or better care for patients.*

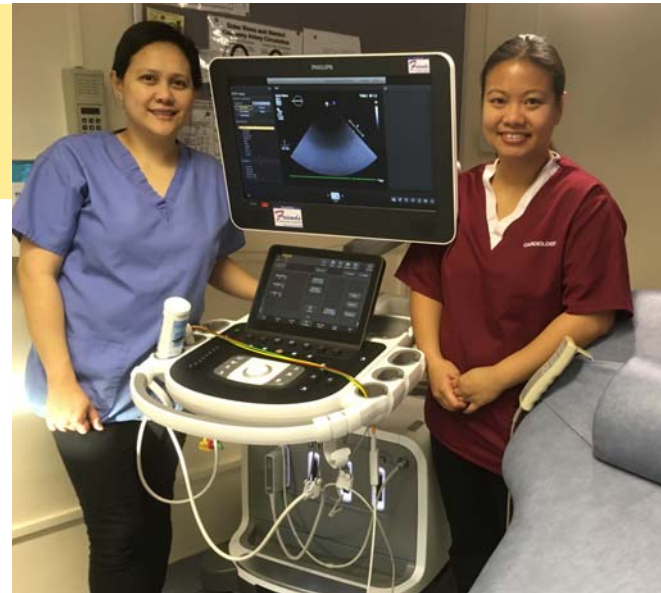
**E**ach year, the Friends’ committee considers requests from staff in many wards and departments, for equipment to help them improve the service they can provide.

**OVER THE LAST 10 YEARS, THE FRIENDS HAVE DONATED EQUIPMENT AND FACILITIES WORTH OVER £4.5 MILLION TO CHICHESTER’S HOSPITALS**

*Our recent purchases have included:-*

## **Cardiac Investigations – ECHO machine - £80,000**

Over 7,000 patients each year attend St Richard’s outpatient Cardiac investigation clinic. Cardiac Echo technology is a vital diagnostic tool to determine the appropriate treatment for patients, and the Philips EPIQ 7C Ultrasound system provides high-definition images quickly. The high-performance equipment replaces a 10 year old system, and the Friends’ purchase was assisted by a generous legacy from a patient specifically designated for a new machine. Staff are thrilled to have the latest technology to support their important work.



### **Gastroenterology – Fibroscan Liver analyser - £91,700**

With cases of liver disease (fibrosis, hepatitis C, cancer, cirrhosis, etc) increasing, prompt testing and diagnosis is vital. The Fibroscanner technique of “transient elastography” measures the stiffness of a patient’s liver non- invasively and painlessly with a surface probe, transmitting



results to a screen. The process takes less than 10 minutes, and avoids an unnecessary liver biopsy, involving some risk, a hospital stay and a degree of pain. Before this equipment was purchased for St Richard’s by the Friends, patients needing investigation had to travel to Brighton or Portsmouth. The availability of this test locally will help over 2500 patients to have their condition investigated more promptly and safely.

### **Gynaecology – Laparoscopic Camera Stack - £50,823**

Modern laparoscopic surgery requires high-tech computerised camera equipment to enable the surgeon to operate instruments accurately. This “stack” replaces an old one, to give higher definition images for delicate procedures – an example of providing highly qualified medical staff with the best possible equipment to enable them to provide the highest standard of care.



### **Intravenous training aid “Chester Chest” - £4,290 (5)**

“Chester Chest” is a training manikin requested by the Intravenous (IV) Team to help them support staff and patients learning how to insert “lines” into veins – a daunting but vital procedure for many patients. Chester is a partial torso, equipped with ports into veins so that novices can practise this important skill and staff can have refresher courses. Five have been purchased, for general



staff training and to help patients e.g. in the Fernhurst Centre, where cancer patients or their carers may need to learn to perform the procedure at home.

### **Chichester Treatment Centre**

#### **ECG “writer” - £5,604**

Patients attending CTC for pre-op assessment have an ECG which must be printed out. With no dedicated printer to produce the results, patients often had to wait



a long time before they could leave the assessment area. Staff are delighted with the new “writer” which produces the printout quickly, allowing patients to be processed more efficiently.

#### **Sitting more comfortably – thanks to the Friends!**

#### **New seating in A&E, Outpatients, Chilgrove Ward - £36,469**

With 249,599 patients in the last year attending Outpatient Clinics (Fracture, MFU, Radiology, Cardiac, Gynae, Audiology etc) and 64,375 in the last year attending A&E, it is hardly surprising that waiting area chairs are very heavily used, and over time become less comfortable and more difficult to maintain at the desired standard of hygiene. In the past year, the Friends have funded 169 new chairs for patient waiting areas, and also bedside chairs for A&E patients or their companions. Chilgrove Ward, in the Chichester Treatment Centre area, also needed

bedside chairs for visitors - £2,866.

#### **Goodwood Lounge (Discharge) Medical recliner chairs - £20,000**

Some ten years since the Friends provided comfortable chairs for patients awaiting final discharge from St Richard’s there was a need for replacements here too. The lounge is now equipped with 17 very comfortable, supportive reclining seats, and patients, who are well enough to go home but still needing care can be looked after waiting for transport or other going home arrangements to be finalised.







### **Breast Cancer Guided Biopsy System - £30,000**

St Richard's Breast Unit was extensively re-equipped in autumn 2018, but lacked equipment for Xray guided biopsy of suspected cancerous nodes, meaning that patients needing further investigation would have to travel to Worthing or further, at a stressful time. This is especially difficult for elderly patients, with transport difficulties and other physical infirmities. Funding for this equipment was assisted by the raffle of a lovely handmade patchwork quilt donated

by two Friends with experience of the important Breast Service at St Richard's.

### **Eye Department Orthoptics –**

#### **Autorefractors (2) - £10,000**

The Orthoptics department looks after all ages, but young children diagnosed with a sight problem often cannot communicate their needs through language. The specialist Orthoptists use accurately calibrated devices to measure the eyes and assist their assessment of the child's needs. The Friends were delighted to provide two Autorefractors, which take an analytical "snapshot" of



the child's eye which provides an immediate measurement and leads to an accurate prescription. The device is similar to a camera and produces an instant printout of the prescription needed. Though used mainly for younger children, it can also be useful for older children and adults with communication difficulties.



### **Cancer Care HemoCue –**

#### **Blood testing device - £3,380**

Cancer patients undergoing intensive chemotherapy may require urgent blood testing to check for signs of neutropenic sepsis. The tiny HemoCue machine provides a rapid analysis to identify the risk, and antibiotics can be started



without delay. This improves patient mortality.

### **Window blinds for patient privacy - £81,433**

Patient privacy and dignity are a high priority, along with infection control. The Friends were asked to fund approx. 450 replacement blinds for almost all wards to provide patients with proper privacy during examinations, and at night. The new blinds have been greeted with delight by patients, and are easier to maintain for housekeeping staff as they can be disinfected with Bioquell infection control treatment.

**These are just a few examples of our purchases – others include an ECG writer for pre-op assessment, which tests 600-800 patients each month (£5,604); three A & E bedside patient Monitors ( £15,654).**

## **Chichester Centre for Mental Health**

### **Summer activities - £2,670**

The Friends continue to support this programme of in-ward activities – barbecues in the garden, visiting music activities, plus some outings e.g. a meal out locally. All of these help to foster social interaction, and bring a sense of participation in fairly routine activities over the summer. Service users and staff plan activities together, encouraging organisational skills which can dwindle when spending time in a restricted environment.

### **Oaklands Ward**

#### **Treadmill and Exercise Bike - £15,729**

Regular exercise has proven benefits for mental health, as well as general well-being. The Chichester Centre has a gym where service users



can use equipment safely, under supervision, and the mood-raising effects of exercise carry over into other activities, promoting a more positive outlook and sense of achievement. The Friends' support for this therapeutic equipment is much appreciated.

Craft materials and support for group socialising at weekly film nights - £400

### **Pine Ward, Chichester Centre - Low Secure & Forensic Services Refurbishment of Pool table and new TV - £812**

Indoor activities which provide stimulation are vital for service users in Pine Ward. The pool table was provided by the Friends several years ago, and has proved a worthwhile investment, but requires periodic recovering and service at a small cost. A new, larger TV will enable more service users to participate in movie nights and games, socialising in shared activities.

**Harold Kidd Unit –  
Paro, the therapy robotic seal -  
£5,000**

An innovation in dementia care in the U.K., this is one of the most intriguing items of equipment requested from the Friends – similar in purpose to a therapy animal, brought into hospital or care home to interest or provide comfort for patients. Paro was developed in a Japan, and has become a recognised aid worldwide for dementia patients suffering anxiety or distress. The “seal” has attractive white “fur”



which can be stroked, and moves responsively when patted or spoken to – and emits gentle, soft sounds. Its program makes it move as if interacting with the patient, and even appear to turn to look at its new friend. These qualities have proved very soothing and calming for patients who are disoriented or anxious, in much the same way as patting a friendly dog or stroking a cat might.

The robot has significant advantages – it has a controlled programme, so does not alarm patients by moving jerkily or abruptly, and is easy to keep clean and hygienic. And, of course, Paro does not require a special diet or long walks – just an overnight charge of electricity before being disconnected and going “on duty”.

Friends Trustees visited Harold Kidd Unit to see the seal for ourselves, and heard what a huge difference the robot has made. Named “Celia” by a patient, the name has stuck,

and Celia is impressively gentle, easy to handle and her “voice” is soft and reassuring – altogether a much-appreciated member of the dementia care team.

**Christmas Festivities at the  
Chichester Centre**

Christmas can be an especially stressful and depressing season for people with mental health issues which have separated them from their families and friends (many come from some distance from Chichester, and visits are often difficult). Other funding, which we provide each year, ensures that everyone, whether in Harold Kidd Unit, Connolly House or Chichester Centre, can join in festive meals and activities at Christmas, and includes Christmas gifts, food, entertainment and other social activities. Reducing a sense of isolation is important at the festive season, when the emphasis for most people is on being with family and close friends.

Staff at the Chichester Centre's facilities make a tremendous effort annually to ensure that their patients can participate in the festive season, and report that Friends' funding really does make an enormous difference to what can be provided for patients at this special time of year.

### Enhancing the environment and improving a patient's stay

Christmas Day at St Richard's Hospital begins with the Friends' long tradition of making a small gift to patients unlucky enough to be in hospital at Christmas. Our volunteers pack attractive gift bags with



toiletries and stationery items, which are delivered on Christmas Eve by a team of Committee members and helpers, so that our patients awake to a surprise present on this special day.

Newspapers are provided in the Goodwood Discharge Lounge to relieve boredom while patients await transport or medication to take home.

Around St Richard's Hospital, various artworks supported or funded by the Friends relieve the monotony of plain walls and corridors. Our stunning statue of Leonard Bernstein by Vincent Gray usually stands in the 18th Century Courtyard, amid the rose garden, but last summer was loaned to the Bernstein Centenary celebration at Chichester Cathedral,



where he gave pleasure to visitors to the Cloisters Garden. Summer hanging baskets and garden items also



help to improve the environment for patients, visitors and staff. The Courtyard Garden next to our Shop has been well used since the Friends renovated its facilities – it offers a quiet oasis for patients, visitors and staff especially on sunny days.

*Every purchase is carefully scrutinised to ensure good value and durability, as well as clear benefits for patients and staff. The Friends' priority is always to help make a difference for patients by:-*

- *providing staff with the best medical equipment*
- *making a hospital stay more pleasant*
- *supporting new initiatives to enhance our hospitals' service*

# Our Friendly face - the Friends' Shop & Trolley Service

*Our Volunteers - very special people, making a real difference for others*

Friends' volunteers give their time, energy or expertise freely, to help make a difference. They help in many ways, from pushing the trolley and serving in the shop, to admin in the office, designing posters for publicity, or helping to organise fundraising events. There are many opportunities to support the Friends, whether with a regular commitment or even a few hours once a year at a street collection, local event or to sell raffle tickets.

The Hospital Shop and the Trolley service are the most visible volunteers at the heart of the

Friends' activities within St Richard's Hospital. Almost 100 volunteers give their time regularly – some for 2 or 3 hours a week, some much more often.

Providing these services involves managing the business of orders and stock, recruiting and training our volunteers, and we are fortunate to have a strong team leading the service. Volunteers tackle the essential tasks of filling shelves and using the till, and, just as importantly, make customers welcome. They also help ward-bound patients to buy anything from a daily



paper or toiletries to a birthday card.

We are always conscious of the need to provide value for money, and to keep costs affordable for patients and their families, for whom a period of illness can be very expensive, with travel costs for clinics or visiting, or loss of earnings.



Stock selection is customer-led, and responds to requests whenever practical. Hence our shelves contain a high proportion of healthier-choice items, such as low-sugar or sugar-free drinks, gluten-free snacks, fruit. Similarly, we stock a variety of physio/medical aids such as pill containers, walking sticks etc. – and a selection of reading glasses for patients who have forgotten to bring theirs with them. Refreshing toiletries, interesting magazines, challenging puzzles and fun gifts also help to make a difference for our customers.

As a result, our volunteers' Gift of



Time helps to make a real difference in many ways, not least the financial support the Friends are able to give to the hospital through equipment purchases.

All Shop and Trolley profits go straight back into patient benefits, whether medical equipment or improved facilities.

### What some volunteers say . . .

#### Sue says....

I decided to volunteer for the Friends after I saw an advert asking for help in the Shop or Trolley – and I love it! I was at a low ebb when I retired

and I sometimes say to people that I thought I was dead, as my husband had died, I missed the company and life seemed empty. But, I had got to know St Richard's when he was ill and he was so well cared for. So were other people I knew well, and when I saw the notice one day, I just thought "That's something I can do, and it's going to help other people who've been in my situation".

Now I help in the shop and on the trolley, and there's such a friendly team, we all get on together very well. There's always something interesting to do. Meeting customers and helping them is rewarding. The hospital staff are lovely, and we have our "regulars". I love being with people!

Going around the wards with the trolley is great too - we enjoy a short chat with the patients and staff.

Some patients have very few visitors, so it's nice to say hello and cheer them up – they're always pleased to see the trolley. It brightens their day,



and we try to make sure we have what people want – or we can put it on for next day.

We're all volunteers, including the shop organisers, so it's good to know that all the shop and trolley profits are spent on equipment for the hospital. It means a lot to me, knowing that the time I spend volunteering is worthwhile in so many ways, as well as being something I really enjoy.

### **Bridget St Richards Hospital Shop Volunteer**

Why am I a volunteer at St Richards Hospital Shop? Mainly because I was asked and I couldn't see any reason not to find a few hours once a fortnight to help this very worthy cause. I enjoy being in the shop and helping people find what they need. Jac, Trish and Sue who are in charge of the shop work hard and imaginatively to keep it stocked with useful goodies and a few little indulgences. Having recently moved location from

the main entrance close to the wards, we now operate from the outpatients entrance, so are catering for a different market, mostly staff and outpatients rather than inpatients and their visitors - our products have changed, to meet customer needs and requests. All good for keeping us on our toes!

The shop also stocks the trolley with everyday essentials. It visits every ward daily to help those who can't access any of the retail outlets. It helps raise funds for vital bits of equipment needed by Chichester's Hospitals, and it raises awareness of "The Friends of Chichester



Hospitals" which helps much-needed fundraising – events, donations and sometimes a thoughtful legacy from an appreciative patient.

In short, by volunteering in the shop we hope we are providing a useful service, we raise money and we remind everyone the charity exists to help our community. It's satisfying to help support our valuable and successful charity "The Friends of Chichester Hospitals"!

### **Jennie Friends' Office Volunteer**

I've volunteered in the Friends' charity office for over 10 years now and it's both enjoyable and rewarding. The variety of tasks keeps us busy and interested and no two days are alike. We're a friendly team (there are three of us), and we work closely with the Chairman. We receive and acknowledge donations from local organisations, from the general public and from patients who want to express their gratitude for kind and caring



treatment they received while in hospital. Sometimes a patient would like their donation to be applied to equipment for the ward where they were treated or may simply wish to express their appreciation to the hospital in general. Often, there is an interesting and touching story behind the gift, and we try to recognise that in the individual thank you letters we send.

The Friends often receive donations given in memory of a loved one, either directly from a family member or sent to us by the funeral directors.

In every case, a letter is sent to the next of kin advising them of the amount received and expressing our appreciation.

Our office team organises the Members' newsletter mailings roughly every three months – labelling and filling envelopes and getting them posted. The newsletters explain how our funds have been spent and publicise fund-raising events. We also get around the hospital, checking the Friends' notice boards and keeping them up to date I also like helping out at events too, like Petworth Lights in early December. It's good to take part in community activities, and know that it's helping a good cause.

December is by far the busiest month in our office. We spend several

days preparing and filling around 350 glittering gift bags with various toiletries and other items which are handed out to all patients who will be spending Christmas in hospital. Our office is scented for several weeks! Everyone involved in this seasonal job enjoys packing the bags. We know that these small gifts really cheer patients up on Christmas morning.



## *Interested in Volunteering?*

*Please contact the Friends on 01243-831843 (answerphone)  
or email: [admin@friendsofchichesterhospitals.org.uk](mailto:admin@friendsofchichesterhospitals.org.uk)*

# HOW FRIENDS' FUNDS ARE RAISED



*'Every pound makes a difference'*

**F**riends' funds come from a variety of sources, from small individual donations to substantial grants and legacies. Our core annual funding comes from the profits of the Friends' Shop and Trolley service, along with members' subscriptions – but of course we could not support the many requests each year without considerable additional cumulative resources.

**LEGACIES**, large or small, have over the years enabled the Friends to support the more expensive commitments to St Richard's Hospital – all the major appeals such as the Fernhurst Centre, the Chichester Treatment Centre, Donald Wilson

Neurological Rehabilitation Centre, new A & E trolleys, to name just a few. Even a small amount, or a portion of the residue of an estate, makes a difference to our ability to fund more modern technology and ensure that as far as possible St Richard's staff have the best equipment available to help them treat patients effectively. It can also be beneficial to the estate as a whole, due to reduced IHT if there is a charitable bequest.

**PERSONAL DONATIONS**, made for a variety of reasons – **APPRECIATION** of good treatment received, **IN MEMORY** of a loved one, or because of an **APPEAL** –



also enable the Friends to build up sufficient funds to purchase large items of equipment. Some donations are made for a specific purpose or department and we are happy to help donors direct their gifts appropriately. Local funeral directors regularly help by collecting and passing on **IN MEMORIAM** donations. Shops help with donations of raffle prizes, or by holding a Friends' collecting box on the counter for donations of odd change. Some donations are made for a specific purpose or department and we are happy to help donors direct their gifts appropriately.

**EVENTS** are part of the “fun” in fundraising, for Friends’ regular volunteers, and for the community. We are fortunate that so many local people are keen to support our efforts, and are generous with their time and skills. They bring people together to enjoy themselves and also support a really good cause, our excellent local hospitals.

Participating in local events such as **Petworth’s Christmas Lights** raises funds, and brings awareness of the Friends’ work closer to the towns and villages served by our hospitals. Similarly, pop up sales at local garden centres such as Manor Nursery are enjoyable ways to meet local people who appreciate the Friends’ support for St Richard’s Hospital. Each year, the Friends participate in Cards for Good Causes in Chichester, as well as selling cards in our own hospital shop. Raffles and tombolas are popular with our supporters and make a worthwhile contribution to our funds.

Sponsored events and activities are a great way for individuals and teams of friends to make a difference for others by taking on a personal challenge and raising funds as well as achieving a goal.

### **LIONS SWIMATHON**

A determined team from **W. Stirland** (builders) raised £2,693 at Chichester Lions’ Swimathon in May, as well as receiving an award for most laps by an adult team! Their donation will be used for the Fernhurst Centre where a colleague was cared for last year.



Last summer, **Hannah Crocker** raised £500 for the Friends with two events she organised in Selsey during the

summer. The first event involved Hannah and her Mum taking on a sponsored cycle and Swim at Bunn Leisure, while a couple of weeks later, she ran a Fun Afternoon for children at a local church. Hannah chose to support the Friends because members of her own family have been cared for at St Richard’s and she knew how much the Friends contribute through services and funding equipment.

Many patients come to realise, during a hospital stay or course of treatment or investigations, how much vital equipment around St Richard’s has actually been funded by the Friends, and how our dedicated super volunteers make a real difference to the services our hospital can provide.

Such thoughtful and practical demonstrations of support for our work are a real boost for our work – every £1 really does help us to make a genuine difference for patients and staff.

## LOCAL GROUPS AND ORGANISATIONS

The Friends value the support given by a number of local organisations, notably [Masonic Lodges](#), [Lions Clubs of Chichester District](#), and [Rotary Clubs of Bognor Regis and Chichester](#). Donations from other local groups with a charitable purpose are gratefully received - parish councils and residential homes have all made much-appreciated donations, as have other charitable trusts.

Support from local clubs and organisations is hugely appreciated. In 2018, [Chichester Bowling Club](#) raised charitable funds, resulting



in the presentation of a cheque for £250 at their final match day of the season. Generous support was also received from [Dragon Ladies Club of Southbourne](#) to help purchase diagnostic equipment for the Breast Clinic at St Richard's, and the members of [Bognor Regis Evening WI](#) raised funds towards the AirSeal Insufflator for bowel cancer surgery.

Such thoughtful and practical demonstrations of support for our work are a real boost for our work – every £1 really does help us to make a genuine difference for patients and staff.

## COLLECTIONS

whether in boxes held by local shops, or at the Cross in Chichester, add up to impressive sums over a year. We are grateful to the [Rotary Club of Chichester](#) for allocating a day close to Christmas for the Friends, and our collecting team this year raised a magnificent £440.97

## A GIFT OF TIME

is always of great value, and is

welcomed by the Friends, whether for a long term commitment or just once a year to



help with a collection or event. Volunteering can be very satisfying whether as a regular commitment like the Shop (see page 10), or occasionally for a particular event. Although the majority of our regular volunteers are to be found in the Shop and Trolley service, our Office Friends give valuable time in dealing with correspondence, liaising with hospital staff - and also often help out at events.

*Thank you  
for helping  
the Friends to:  
Make a Difference*



Without the generous support and friendship of our local community, the Friends would not be able to help our hospitals. We would like to thank everyone who helps the Friends to make that difference a reality.

It is impossible to name everyone who has helped to make that difference, but we would like to acknowledge support from many businesses and organisations, including:

**Coutts Charitable Trust**

**The Dennis Curry  
Charitable Trust**

**St Mary's Church Slindon**

**Lions Club of Billingshurst**

**Chichester Lions Club**

**Chichester Bowling Club**

**Rotary Club of Chichester**

**Bognor Regis Lions Club**

**Robert Dyas**

**Lodge Dueguard**

**The Patricia Routledge  
Charitable Foundation**

**MHA Greenways  
Care Home**

**Manor Nursery**

**Bognor Regis  
Evening W.I.**

**S.K.E. Services, Chichester**

**Lodge of Union No 38,  
Chichester**



**Goodrowes**

**Harry's Fish Bar**

**Bepton PCC**

**Hilliers Garden Centre**


**Dragon Ladies Club**



# Donations to the Friends

*There are several ways to make a donation*

You can send a cheque, payable to “Friends of Chichester Hospitals” to the **Friends’ Office, St Richard’s Hospital, Spitalfield Lane, Chichester PO19 6SE**, or for a regular donation, complete the Bankers’ Order form in our general leaflet.

You can also donate online, via Virgin Moneygiving  <https://uk.virginmoneygiving.com/donation-web/charity?charityId=1016154>

You can text **FOCH13** plus amount of donation to **70070**

Every donation, however small, is appreciated, and helps to build the Friends’ funds for equipment purchases – it all adds up!

## Joining the Friends

Just complete our membership form – available from our Shop or office, or online ([www.friendsofchichesterhospitals.org.uk](http://www.friendsofchichesterhospitals.org.uk))

Our members receive three or four newsletters each year, and are invited to our Annual General Meeting, where they elect the committee of Trustees and can hold the committee to account for its decisions. A presentation by staff who have benefited from Friends’ funding provides plenty of interest.



*“The fact that it is volunteer run is great and allows ownership by local people and the hospital. People feel they are giving something back”*

# Chairman's report on behalf of the Trustees of the Friends of Chichester Hospitals for the year ended 30th September 2018



2017-2018 saw significantly increased activity and high bed occupancy at St Richard's Hospital. Pressure on the NHS has risen steadily over the last few years, and the Friends' assistance has been more needed than ever for patients, visitors and staff through our services and our financial support for our hospitals.

This can be seen in the very substantial amount we have committed this year to fund vital equipment for many areas of the hospital – a total of £462,714 on St Richard's alone, with £30,734 for mental health services.

The Trustees are pleased to have

been able to provide this high level of funding. Our ability to do so is thanks to the support the charity receives from so many local people – such as those who make a donation in thanks for good treatment at our hospital, bereaved relatives who choose the Friends to receive In Memoriam donations, those who thoughtfully remember the Friends in their Will, and local organisations and clubs whose members raise funds for charity as part of their activities, then donate to the Friends. In the past year, gifts have been received from several clubs, including Chichester Bowling Club, the Dragon Ladies Club of Southbourne, Bognor Regis

Evening W.I., and Chichester Lions. We are grateful to them all for helping the Friends to make this “real difference” for patients, visitors and staff.

On a regular basis, we could not manage without the support of our wonderful volunteers who give their time to running the ward trolley (a highlight of the day for many patients) and our Hospital Shop at the Outpatient entrance. It serves patients, visitors and staff with affordable necessities as well as some pleasing gifts to cheer up a ward-bound relative or friend. Their selfless gift of hours of voluntary service alone

raised some £48,729 in 2017-8. The Shop has been very busy in the current year, and the volunteers are kept busy pricing goods, replenishing stock on shelves etc, as well as having friendly chats with customers. The card machine, enabling contactless payments for small purchases, has been a welcome extension to our service.

Medical equipment is increasingly costly. The Trustees' criteria for supporting requests are very much centred on patient benefit, whether that is comfort on a chair while awaiting treatment



or an appointment, or providing equipment which will enable clinical staff to provide an enhanced service (e.g. Laparoscopic surgical instruments, Fibroscan liver scanner) which would not otherwise be available.

A large number of dilapidated chairs in several wards and waiting areas, including A & E, Outpatients and the Goodwood discharge lounge, have recently been replaced at a total cost of some £68,000, following concern about patients' comfort and infection control. These are important priorities for the Friends. We also look for durability and reliability, so it was pleasing to note that the previous chairs in the Goodwood Lounge which have just been replaced were purchased by the Friends some 12 years ago! They are heavily used, so our funds have been well directed.



At the Chichester Centre and Harold Kidd Unit, Friends' support has mainly been centred on providing opportunities for patients to exercise (gym equipment), take part in craft and other therapeutic activities. In the summer, a programme of holiday season activities, some of which take service users out into the local area, or bring activities in to the Centre, was again successfully planned and implemented over a "holiday fortnight". At Christmas, and New Year, which can be a bleak time for people who

may be a distance from home, entertainment and activities are funded by the Friends.

Patients in both St Richard's Hospital and local mental health units receive gifts on Christmas Day. Letters of appreciation we have received show how much these mean to the recipients. As a charity which employs no professional fundraisers or other staff, the Friends remain committed to the principle of voluntary service to support our hospitals. This enables us to keep costs to a minimum, so that every pound we raise goes as far as possible to help our hospitals, their patients, our community.

The Trustees are mindful of changes in the law affecting charities and have adopted appropriate measures to implement GDPR in 2018. This



requires continuous updating and monitoring.

We are also reviewing and modernising our website, to update some of the information and the operating system. It is an important resource, providing the public with an accessible source of information and point of contact with the charity.

We are fortunate to have a variety of personal and business experience among our committee members. In 2018 two of our long-serving Trustees retired from the committee. Tony Hembling, our

Vice Chairman, stepped down but remains closely associated with the Friends as a Trolley volunteer and ably assists the shop team, while Jim Sewell, who has since been appointed Hon Vice President, also continues to give many hours of his time in our Office. I am pleased to say that we have appointed four new members to our committee in 2019, all of whom are making valuable contributions to our work.

My thanks as always go to all the Trustees for their support, time, talent and dedication to Chichester's hospitals.

*As in previous years, a full set of accounts is available on request – please enclose a large stamped addressed envelope.*

**Jane Ramage** Chairman,  
Friends of Chichester Hospitals

# Treasurer's Report



In the year to 30 September 2018 the Friends showed a deficit for the year of £231,199. This compares with a surplus last year of £7,746.

This year the total incoming resources, after the costs of generating the funds, increased to £267,309 compared to £175,042 last year. As with most charities there are always ups and downs in the sources of our income and the requests for funding we receive from the hospitals.

The significant deficit for the year is mainly attributable to the significant increase in the support given to the Hospitals by the Friends (£493,448 this year compared to £162,353 in 2017). The Friends are pleased to have been able to provide the Hospitals with this much needed funding. We look forward to providing further funds in the year to

30 September 2019.

The backbone of the Friends' fundraising is the core group of volunteers who organise our services to patients and visitors - the Shop and Trolley. This year saw an increase in the profits made by the Friends Shop; £48,729 compared to £42,134 in 2017. The increase in profits is very welcome and is testament to the efforts of the shop volunteers to adapt to the new location within the hospital. It is hoped that, due to the continued efforts of the Shop and Trolley volunteers, the year to September 2019 will show an increase in profitability.

The quality and variety of goods available in our shop, coupled with the friendly manner of the volunteer staff, who get to know the regular or long-term visitors, puts St Richard's shop high on any list of hospital shops - and

our customers say so, as they are often astonished at what is available, even in such a small area. These regular volunteers make a real and lasting difference to our local community.

We saw an increase in the legacies received in the year. Legacies of whatever size make an important contribution to the amount of funds we can provide to the hospitals, so the increase of £88,007 in legacy income is a welcome addition to our funds for the year.

Our costs of raising funds (excluding those items purchased for sale in the shop) are very low as The Friends rely on volunteers to run the Friends shop and to undertake any fund raising. In the year to 30 September 2018 these costs totalled £5,136 compared to £4,943 in 2017.



# Income & Expenditure

*This financial summary has been agreed by Jones Avens Chartered Accountants as being consistent with the full audited financial statements for the year ended 30 September 2018.*

*The charity is a Public Benefit Entity under FRS 102.*

*These were prepared in accordance with the Charities Act 2011*

*and "Accounting and Reporting by Charities: Statement of*

*Recommended Practice applicable to charities preparing their*

*accounts in accordance with the Financial Reporting Standard*

*applicable in the UK and Republic of Ireland (FRS102)" (as amended*

*for accounting periods commencing from 1 January 2016); and*

*received an unqualified opinion on 16 May 2019.*

*The summarised accounts may not contain sufficient information to allow for a complete understanding of the affairs of the Charity. For*

*further information the full annual accounts, the auditors report on*

*those accounts and the Trustees annual report should be consulted.*

*Copies of these can be obtained from The Friends of Chichester*

*Hospitals. The full accounts have been approved by the Trustees*

*and have been submitted to the Charity Commission.*

*Approved by the Trustees 14 May 2019*

*In our opinion the summary financial information above is*

*consistent with the full annual accounts.*

**Jones Avens**

23 May 2019

<b>Income</b>	<b>2018</b>	<b>2017</b>
Legacies	173,950	85,943
Subscriptions and donations	39,170	29,915
Shop profit	48,729	42,134
Fund raising	2,356	15,112
Interest Income	3,180	1,938
	<u>267,385</u>	<u>175,042</u>
<b>Expenditure</b>		
Medical equipment	439,988	154,400
Furniture and other equipment	36,481	3,782
Patient and staff benefits	16,979	4,171
Cost of fund raising	76	-
Management and administration	5,060	4,943
	<u>498,584</u>	<u>167,296</u>
Income less expenditure	(231,199)	7,746
Reserves brought forward	1,299,755	1,292,009
Closing Reserves	<u>1,068,556</u>	<u>1,299,755</u>
<b>Balance Sheet Extracts</b>		
Fixed Assets	18,115	21,930
Stock	13,626	14,223
Other Debtors	65,608	1,091
Cash at bank and on deposit	1,391,733	1,416,710
Commitments to Hospitals	(410,541)	(147,908)
Other liabilities	(9,985)	(6,291)
	<u>1,068,556</u>	<u>1,299,755</u>



# Would you like to know more?



Why not visit our website: [www.friendsofchichesterhospitals.org.uk](http://www.friendsofchichesterhospitals.org.uk)

We are always pleased to be invited to talk about the Friends' work for our local hospitals, and offer illustrated talks for groups and organisations, with a Powerpoint presentation.

If you are interested please email: [admin@friendsofchichesterhospitals.org.uk](mailto:admin@friendsofchichesterhospitals.org.uk) or call **01243-831843** (answerphone).

## How can YOU Help the Friends to help You, Your Family and Friends?

We are always pleased to hear from people who can offer a few hours of their time, even if it's only once or twice a year, to help with an event or collection. Maybe you could get some friends or neighbours together for coffee and ask for a donation – **it all adds up.**

If you run a business, please consider holding a **Friends' collection box** – it's amazing how much can be raised from small change – and **every penny helps to make a difference.**

Follow us on **Twitter** - [@strichardchi](https://twitter.com/strichardchi) or on **Facebook** - [/FriendsofChichesterHospitals](https://www.facebook.com/FriendsofChichesterHospitals)

For further information on how you can be involved please contact the Friends on: **01243-831843**  
or email: [admin@friendsofchichesterhospitals.org.uk](mailto:admin@friendsofchichesterhospitals.org.uk) (answerphone)

# Friends

## YOU can help the *Friends* to help you, your family and friends –

### MAKE A DONATION

Even a small amount helps to make a huge difference to what the Friends can do to help our hospitals. Please make your cheque payable to: **Friends of Chichester Hospitals** and send it to Friends' Office, St Richard's Hospital, Spitalfield Lane, Chichester, PO19 6SE or donate online at <https://uk.virginmoneygiving.com/donation-web/charity?charityId=1016154>

### JOIN US

Anyone who wants to support and enhance the care given in St Richard's Hospital or by local mental health services can be a "Friend" of Chichester Hospitals, simply by joining our volunteers or by subscription as a member (£10 annually or £50 Life membership).

Our members matter to us, and are kept up to date with our events and activities. You can download a membership form from our website: [www.friendsofchichesterhospitals.org.uk](http://www.friendsofchichesterhospitals.org.uk) or ask our office to send one - email: [admin@friendsofchichesterhospitals.org.uk](mailto:admin@friendsofchichesterhospitals.org.uk) or Tel:01243-831843

