

The League of Friends of Fairford Hospital
(Reg. Charity No: 1006416)
Minutes of the Annual General Meeting
At Fairford Hospital on Thursday 7 June 2018 at 7.00 p.m.

Present - Graham Hewitt (Chairman) and 28 members

The Chairman welcomed everyone to the AGM of the League of Friends of Fairford Hospital.

Agenda Item 1 – Apologies

1. Margaret Pursch, Jane Price, Peter Barnes, Paul O’Shaughnessy, Sally Parris

Agenda Item 2 – Minutes of the AGM held on 22 May 2017

2. The Minutes were agreed as an accurate record.

Agenda Item 3 – Minutes of the EGM held on 22 June 2017

3. The Minutes were agreed as an accurate record.

Agenda Item 4 – Matters arising from the AGM and EGM

4. There were no matters arising not covered on the agenda.

Agenda Item 5 – Chairman’s Report for 2017

5. 2017 was another busy year for the League. Our volunteers continued to work hard on fundraising and helping us to deliver our services to the community. We are forever grateful to the volunteers and to the local community for their continued generous support.
6. The Management Committee have been working on the proposed changes to the legal structure and name of the Charity along with the application to the Charity Commission over the last 12 months and I would thank Christine Barker, our Administrator for dealing with all the additional administrative requirements that this has presented. I would also thank Alison Ward for working with us in producing the new proposed Constitution.
7. The application to change the structure of the Charity is with the Charity Commission and we expect to hear from them before the end of June this year.

Management Committee

8. I would also like to thank my fellow Trustees for their support, contribution and commitment as without it the League would not be able deliver its services to the local community.
9. Changes to the Management Committee:
 - Paul O’Shaughnessy, our Treasurer, retired from the Committee in December. The Management Committee formally record their thanks and appreciation for the tremendous job done by Paul over the last 7 years. His contribution, enthusiasm and commitment has helped us continue to grow in strength and value, it will be missed. I will certainly miss his support and wise counsel.
 - Andrena Miles volunteered to become a Trustee and joined us in November. Andrena has agreed to take on the role of Treasurer and as many of you know Andrena runs a book keeping and accountancy business in Fairford. The Management Committee is very happy that Andrena has joined the team and look forward to working with her.

- Andrena's Company was appointed to provide the book keeping and accountancy for the LoF hence in order to avoid a conflict of interest we changed to another local company, Braithwaite Accounting Services Ltd, who were recommended by Paul O'Shaughnessy.
 - Ros Godden also volunteered to become a Trustee and joined us in November. Ros has been a strong supporter of the LoF for many years volunteering as a House-to-House Collector, being a member of our Fund Raising and Social Committee and helping to organise many of our fund raising activities. We are delighted that Ros has joined the team and she will be a great asset to us.
10. There are ever increasing changes to charity rules and regulations that demand attention in addition to the day-to-day administration required to help deliver our valuable services within the community. The administrative workload in 2017 and continuing into 2018, has significantly increased but we hope this will ease off in the near future. We could not keep on top of this without our Administrator, Christine Barker, who does an excellent job in keeping the LoF running and helping the Management Committee undertake their responsibilities. Christine plays a full role in helping us help the community.
11. Also we should remember that we employ 19 people on a range of different contracts and I thank Julie Zarcynski our Payroll Administrator for efficiently managing the payroll.

Strategic Review

12. Last year the Management Committee presented its three year strategy following a review in 2016 that confirmed the key points to be addressed as being:
- How we (the LoF and its Trustees) remain sustainable and continue to deliver what we do.
 - How we operate in today's environment.
 - How we communicate what we do.
13. We have made some progress in these areas:
- **The structure and constitution** of the LoF – Members agreed to change the legal structure and name of the charity at the EGM held on 22 June 2017. An application has been made to the Charity Commission and we are waiting for their response.
 - **The Management Committee.** – Four new Trustees have been appointed over the last 18 months.
 - **Communication:**
 - ✓ A new publicity leaflet has been published and distributed to approximately 7000 households.
 - ✓ Regular local press coverage is being achieved with press releases being made monthly to the local magazines.

Fund raising

14. The following events/activities raised £40,829 for the League in 2017.
- **Charity Shop** - contributed £13,764 (including gift aid of £2,039). This is the most successful result since opening in 2012. We are indebted to our volunteers for making the shop successful and to the local community who donate and purchase goods from the store. Thanks also to Debbie Ash our store manager for continuing to maintain and deliver a successful store.
 - **House-to-House 2017** - raised £20,379 in 2017 (including Gift Aid). The result shows the tremendous support we have in the community. This success is only achieved through the tireless efforts of all our town and village co-ordinators and collectors who deliver and collect to over 5000 households within the local community. We have over 100 collectors and we are eternally grateful to them.

- **Jazz Swing Band Picnic** - raised £1,000 on the 1 July. Our thanks go to Earl St Aldwyn for letting us use the gardens at Mill House and to the late David Trudgill and his team who organised this event for us.
- **Italian Night** - raised £893 on the 19 June at Colosseo's
- **November Bazaar** - The Christmas Bazaar and raffle raised £2,371, which was another excellent result. Our thanks to the volunteers, who organised this event. We also thank the local businesses that donate the many prizes for our raffle.
- **100 Club** - raised £400.
- **Website donations** – Not an event as such but to report that we received £2,022 through the Mydonate page on the website.

Links with local organisations

15. The following local organisations have made one off donations in 2017:

- Fairford Co-Op - donations of £511.
- TT Electronics (Chappel Electronics) - £628
- Plumbase Fairford - £234.

General

Fairford Outpatient Clinic

16. The Outpatient Clinic continues to provide an extremely valuable community facility through the provision of clinics. The League has a strong commitment to keeping this facility and its value to the community is demonstrated by:

- The provision of nearly 20 outpatient clinics/support groups in 2017.
- Over 5,600 appointments at these clinics and these included:
 - 995 for X-ray
 - 1204 for Physiotherapy
 - 1812 for Audiology & audiology repairs
 - 625 for Podiatry
 - 180 for ENT
 - 220 for Neurology
 - 115 for Urology
 - 121 for Foot care funded by LOF

17. This meant that there were over 5,600 appointments where people did not have to travel to Cirencester, Swindon, Gloucester or Cheltenham to have their medical needs met.

Support services

18. The League spent approximately £84,000 providing services to the community in 2017.

- **Home Nursing Team - £20,062.** The Nursing Team deals primarily with end of life care. Celia Kennedy will present a report on the Nursing Team following the Chairman's Report.
- **Prospect Hospice - £25,000.** Our arrangement with Prospect continued in 2017 and the opportunity for our Fairford and Lechlade GPs to be able to refer patients to them is highly valued. They provide end of life care and support to patients and their families. There were 36 referrals in 2017. 18 From Lechlade GPs, and 18 from Fairford GPs. We are meeting with Prospect Hospice later in the year to discuss continuing the arrangement.

- **Family Funding Support - £1,820.** - The League provides funding for health care support and short-term respite care in areas of need for families and carers of all ages. This support typically ranges from providing funding for additional hours at specialist respite centres for children and young adults to funding for specialist activities that provide benefits to those in need.
- **Counselling - £5,000.** We continued to help fund the student counselling services at Farmors School, which is essential to the health and wellbeing of those in need of support. This helps provide over 900 counselling appointments in an academic year typically supporting over 80 students.
- **Edna Dawes Lunch Club - £22,806.** The Lunch Club continues to thrive and is held twice a week. The membership for the two days is approximately 30. All the members enjoy the opportunity to socialise and get involved in a range of activities throughout the year. There are over 30 volunteers who help with the Lunch Club and our thanks go to them and to Shirley Rice and Kate Barnes for all their hard work and efficient organisation. Our thanks also to Fairford Hospital for providing the venue, Lechlade Lions for helping with organising the use of their minibus and to 7a as the provider of the lunches. Members are charged £7/head/week, which reduces the above cost to a net £14,408.
- **Fairford Young at Heart Club - £1900.** We renewed the funding for this monthly lunch club that is run by Memory Clubs UK. It provides social activity and lunch for people with memory problems and their carers.
- **Foot Care Clinic - £2,794.** In 2017 we helped 121 people with this service.
- **Community First Responders - £2,173.** The League provided funding for new training equipment in 2017. David Chapman will provide a report on the CFR following the Chairman's report.
- **Prescription Delivery** - Prescription delivery to some outlying villages has continued throughout the year and is greatly welcomed by the elderly and housebound. Our thanks go to, Randall Rees, David Chapman and Alison Ward who carried out this service in 2017.
- **Volunteers Car Service - £2561.** The patient transport service is busy as ever and Val Harvey will provide a report following the Chairman's report.

End of Chairman's Report.

Agenda Item 6 – Review Of Activities not included in Chairman's report

Home Nursing Report 2017 - Celia Kennedy

The Home Nursing team had similar patient numbers to last year, 34 new patients with 20 being nursed to the end of their life. The remainder either no longer need care or have been discharged to other agencies, hospitals or hospice care. We still share some of the care with other agencies, e.g. Prospect and Longfield Hospices. We continue to take our referrals from the District Nurses (DNs) Frailty teams and the Prospect Hospice and we have a good relationship with them all. Unfortunately it has become increasingly difficult to contact the DN's to discuss patients as we can no longer leave messages at the surgery and must go through a general hub, often taking time before the DN's can get back to us and often someone from a different area. We have continued to develop our own nurses' notes as the DN's now use a computer system for their notes which we do not have access to. We encourage anyone to add relevant information to the notes. We have also purchased starter packs for our nurses, these packs include basic items such as mouth care packs, incontinence products, barrier cream and wipes which are often not available when we first visit. All our nurses are encouraged to keep up to date and are offered various forms of training; this can take place on line, at the Prospect or Longfield Hospices or at our nurse's meetings. We hold our meetings at Christine Benzie's house alternative months and Helen Mansell from The Prospect Hospice often attends these meetings, and includes end of life training. I meet with similar groups at Sue Ryder Hospice every month.

We have recently reviewed our "lone worker" policy and have now connected our nurses to Worcester Telecare. The nurses use the Telecare text-in service when they arrive and leave a patient's home.

We were sorry to lose two of our nurses this year, Wendy Stebbing who has retired and Cindy Ward who has left due to other work commitments.

The other two co-ordinators, Sally and Emma, and myself recently completed our online pre-inspection questionnaire so we are now preparing for another CQC inspection sometime this year. Once again I would like to thank our amazing team of dedicated nurses as well as Christine Benzie and Graham Hewitt for their continued support, especially at our meetings.

Community First Responders Group (CFR) - David Chapman

This year is the twelfth anniversary of the Community First Responders; we now have 18 members of the group covering Fairford, Lechlade and surrounding villages. The objective of the CFRs is to arrive ahead of the ambulance and provide lifesaving skills and moral support.

In 2017 the group carried out some 4,000 hours on duty. This represents a significant amount of time where we provide cover to our community; call outs estimated at about 30-35% and on average about one call per week throughout the year. As a result of the significant increase in demand placed on the Ambulance Service we now attend a wider range of emergencies. This helps support the patients and relatives better. For example members of the group are being trained to attend frailty and fall incidents and I have brought details of the "Raiser" system here for any members wishing to have more information.

Members of the CFR team must complete bi-annual re-qualification, including accompanying an ambulance crew on shift. Over the coming year members of the group will be required to achieve the new Level 3 National Standard for CFRs.

Our group has continued to receive support from The League of Friends which has provided £2,100 for the purchase of a manikin that allows us to train on more advanced airway management techniques used in the treatment of life threatening conditions. We are very grateful for their continued support.

Patients Transport Service – Val Harvey

Since the 2017 AGM we have done 756 drives, given we do not have many drivers, this figure is extremely good. Drives to Great Western Hospital (GW) totally 186. The parking at GW has not been good but they now provide us with exit passes and this has helped enormously. We had a record month in March this year with 70 drives, but in May I had to cancel 3 drives in one day due to lack of drivers. Whilst we have three new drivers coming on board we do need more. In Fairford we have 18 drivers and in Lechlade we only have 9. Unfortunately we have to turn people requesting transport down. Our patients are always grateful and think we provide a good service. We provide a lifeline to those on their own with no one to take them to the appointments. If you know of anyone who would like to join the drivers please let me know.

Agenda Item 7 – Treasurer’s Report – Andrena Miles presented the 2017 Accounts.

I would like to thank Paul O’Shaughnessy and the Management Committee for the support and help in taking over the role of Treasurer of The League of Friends. Paul completed the accounts for 2017 and copies are available if anyone would like one and they have been uploaded on the website. Donated income for the year was £51K including £17K from the House-to-House fund raising event and £34K from the shop. Spend was £110K of which £25K went to Wroughton Care Services and £24K the cost of running the charity shop and we have £555K in reserve. The reserve is in various accounts – with a ceiling of £75K so that we have FSA security. However we do have a reserve of monies where we can have instant access. With our level of reserves we are able to sustain our current services for 10 years should there be a reduction in income.

Agenda Item 8 – Election of the Management Committee

19. Members of the Management Committee are by definition Management Trustees and have the associated legal responsibilities of the management of the Charity. The Constitution requires us to have a minimum of 10 and not more than 20 members of the Committee.

20. The Committee will select a Chairman at its first meeting in accordance with the Constitution.

21. The following agreed to stand again on the Management Committee:

Graham Hewitt
Jeff Dawson
Carole Topple
Jennie Sanford
Ros Godden

Ruth Berridge
Martin Harwood
Dr Graham Wallis
Jane Price

David Chapman
Margaret Pursch
Andrena Miles
Heather Finlay

Ex Officio Janet Gale

Proposed: Agreed unanimously

22. In addition the Chairman is pleased to advise that Mel Stephens is an additional Ex Officio Trustee for Fairford Hospital. Mel has replaced Sharon Smith who retired early last year.

23. The meeting unanimously agreed the election of the above members.

Agenda Item 9 – 2017 Events

24. Social events for 2018:

- Tuesday 26 June – Open Garden – The Bull Pens, East End, Fairford.
- Friday 29 June – Much Ado About Nothing, Poulton House, Poulton.
- Saturday 7 July – Glos Jazz Big Band Picnic at The Mill House Coln St Aldwyns
- Monday 10 September – Italian evening at Colosseo Restaurant (To be confirmed)
- Saturday 17 November – Annual Bazaar at Fairford Community Centre

Agenda Item 10 – AOB Questions

Sylvia Jones – suggested new press release format for the magazines and a new poster format for the recruitment of Drivers. She also suggested targeting local companies for recently retirees.

This concluded the formal business of the meeting.

GUEST SPEAKER

Janice Banks

Chief Executive, Gloucestershire Rural, Community Council (GRCC)

Janice will talk about the work of the GRCC in local communities

Introduction: Janice joined GRCC in August with a background in finance, housing and working with charities.

The GRCC enables people in Gloucestershire to develop and enhance their communities in ways that work best for them. We bring groups, individuals and organisations together to tackle the issues that affect their future, forge successful partnerships, make informed decisions and support them to run successful initiatives to build their community.

The GRCC has a long history starting in 1923 as a charity with the core values of Health, Education, Juvenile Welfare, Rural Industries and Music, encouraging “Happiness or elevation to a Community”. The core values remain but we now have add ons: Housing – Transport – Employment – Access to services – Broadband – Mobile – IT. PLUS support for urban communities.

Our link to the government is through ACRE and we have funding from Defra with an ISO 9001 accreditation.

With the demise of rural schools, rural post offices, rural shops and pubs and the demographic changes our areas of work are Communities and Individuals. In the Community we support the following via groups known as Voluntary Community Support (VCS) and we provide: Training, workshops, networks, peer support, information, Governance, Business Planning, Funding support.

We support new enterprises, boost existing community projects, recruiting and helping local people to take part and twin with similar groups to learn from.

Retain Services & Facilities

Preventing Services from closure, shops, post offices, transport, libraries and pubs.

Community Asset Transfer

Supporting Glos communities to take over running of children’s centres and services.

Recreation facilities and green infrastructure

Leisure areas or allotments, we maintain and enhance these in partnerships with Glos Playing Fields Assoc., Glos Wildlife Trust or Active Glos.

Housing – Affordable and Community-led

Supporting Parish Councils with the following:

Housing Needs Survey, analysis, report, consultation

Finding sites for affordable housing and working with landowners

Working with local housing/planning authorities, housing associations and community land trusts

Giving people the facts about why affordable housing is important to communities

Host of Glos Rural Housing Partnership where our partners and we can give the latest information, advice and support to communities.

Planning

GRCC supports communities in creating their plan by providing guidance at each stage of the process. We help with:

Infrastructure Priority Plans

Community Design Statement/Village Design Statements, giving groups the chance to influence the Local Plan.

Neighbourhood Development Plans, help with setting up the steering groups and planning process, conducting surveys and data analysis.

Emergency Plans for individual communities

WILD

The Wild Project (water with integrated local delivery) is funded from the Environment Agency and Thames Water to support communities to bring about environmental improvements to rivers and watercourses in the Upper Thames catchment area and River Churn around Cirencester. This work includes measures to control flow and increase water storage capacity.

FWAG

The Farming and Wildlife Advisory Group, working with farmers to survey their agricultural land to improve practice and benefit from stewardship schemes. We compare notes with other agencies, which enables common, agreed solutions to be driven forward.

Benefits to the communities by engaging with the project are the development of relationships with landowners/relevant statutory and non-statutory partners, which has enabled them to continue to care for their local environment.

In addition to the above, Janice highlighted Improving Road Safety, advice on Community Buildings and working with the Parent and Community Support Service (PCSS) to community organisations and schools, who are increasingly taking over these from Glos County Council.

SUPPORTING INDIVIDUALS:

GRCC is the provider of the Community Agent Scheme and Social Prescribing for the Cotswold District with 4 other providers covering the remainder of the country. The Aims and objectives of the service are:

Community Wellbeing

Taking control and responsible for individual wellbeing

Increasing the strengths and capacity of local communities

At the moment there is 3 Social Prescribers working directly from the GP practices and 4 Community Wellbeing Agents working in the communities and supporting the surgeries in the Cotswolds.

GEM

The jointly funded (The Big Lottery fund and the European Social Fund) GEM initiative deals/supports with some of the barriers “to work” that people face and provides one to one support to build stability, confidence, motivation and readiness to learn. These barriers can be: Disability/physical or mental health issues, not being economically active for a long period of time, unemployment, housing issues and lack of stability, older age, cultural/language barriers, parents returning to work after children and lack of IT skills.

Digital Inclusion

Being able to use modern technology and navigate the Internet is proving more and more important and we work with the Community Wellbeing Service and partner agencies to identify the people who need help to acquire the basic digital skills.

In Touch

GRCC's In Touch Special Projects offers people an opportunity to get involved, enjoy activities and share memories. For example we have a "Remembering Sport" group that meets every month at the Kingsholm Stadium in Gloucester. This is for men aged 50 plus and a chance to get together and talk about sport with other men from around the County.

We realise how important social contact is in making the individual feel a valued and vibrant part of the community. The GRCC provides a befriending service "People for You" which has been providing a free volunteer befriending service for almost 10 years covering Fairford, Lechlade, Tetbury and surrounding villages. The visitor will offer companionship, a chance for a chat and a listening ear. We visit before putting someone in touch with friends to make sure we match the individual with someone they will get on with.

All that GRCC offers is on the GRCC website.

There were no questions, but the members at the AGM were surprised at the range the GRCC covers and congratulated Janice on the organization, which does such a great job.

Graham thanked Janice for giving up her evening to deliver a very interesting talk.

The meeting concluded.