

**JOINT ANNUAL GENERAL MEETING**  
***Friends of Fairford Hospital*** (Reg. Charity No: 1006416)  
***and Friends of Fairford & Lechlade Communities*** (Reg. Charity No: 1180059)  
**Minutes of the Joint Annual General Meeting**  
**At Fairford Hospital on Thursday 13 June 2019 at 7.00 p.m.**

Present - Graham Hewitt (Chairman) and 26 members

The Chairman welcomed everyone to the joint AGM of the League of Friends of Fairford Hospital (LOF) and the Friends of Fairford & Lechlade Communities (Community Friends). GH explained it was a joint AGM as the Community Friends is the new name of the LOF but as it is registered with a different Charity Number with the Charity Commission it is necessary for each to hold an AGM. The Management Committee however has agreed that to avoid unnecessary duplication all meetings will be held as joint meetings.

**Agenda Item 1 – Apologies**

1. Jeff Dawson, Celia Kennedy, Carole Toppie, Margaret Pursch, Francis Whiteman, Janet Gale

**Agenda Item 2 – Minutes of the AGM held on 7 June 2018**

2. The Minutes were agreed as an accurate record.

**Agenda Item 3 – Matters arising from the AGM held on 7 June**

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

**Agenda Item 4 – Chairman’s Report for 2018**

4. 2018 was another busy year and we could not deliver our services without the continued hardwork and commitment from our volunteers. We have approximately 150 involved with delivering our services and fundraising and we are forever grateful to them. We are also very grateful to the local community for their continued generous support, which is reflected in the success of the annual House-to-House collection.
5. As reported last year the Management Committee have been working hard on the change of name and structure of the Charity and the Charity Commission confirmed registration of the Community Friends in September 2018. Although registered in September we did not carry out any operations through Community Friends in 2018 as a number of issues needed to be in place before this could happen. The first major launch was made this year with the 2019 H2H being organised with the new name.

**Management Committee**

6. I would thank my fellow Trustees, our Administrator Christine Barker and our Payroll Clerk Julie Zarcynsky, for their support, contribution and commitment throughout the year as without it we would not be able to deliver the support services to the local community.
7. Changes to the Management Committee:
  - Shelley Welsh volunteered to become a Trustee and joined us in December. Shelley owns and runs the Fairford Therapy Centre and brings with her a wealth of business, health and social skills that will be a great asset to us.

**General Data Protection Regulations (GDPR)**

8. A great deal of work was necessary last year to ensure we complied with the new GDPR regulations. We were required to contact all our followers that we held information on requesting that they confirm their wish to continue to hear from us and remain on our contact list. There were over 1000 individuals that had to be contacted (700 by post and 309 by email). If any one did not reply then we were required to delete

their details from our list. We had a pretty good response rate with approximately 50% confirming their wish to remain on our database.

### **Fund raising**

9. The following events/activities raised close to £45,000 in 2018.

- **Charity Shop** - contributed nearly £16,000 (including gift aid). This is the most successful result since opening in 2012. We are indebted to our store manager Debbie Ash and her team of volunteers for this success. It is a tremendous achievement. However, we are struggling to maintain the number of volunteers that we need to help continue this success and it is now necessary to close the store one day a week. We are advertising for more volunteers so if you think you can help please contact our store manager Debbie.
- **House-to-House 2018** - raised nearly £19,000 in 2018 (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. Our thanks also to Christine Barker who co-ordinates the logistics of this major fund-raiser.
- **Khushi's** curry night – raised £605 on the 20 February. Thanks go to Muj and his team for an enjoyable evening.
- **Open gardens at The Bull Pens** – raised £551 on the 26 June. Our thanks to Andrea Wilkinson.
- **The performance of Much Ado About Nothing** on 29 June raised £370. Thanks to Sally Boyd for donating the proceeds from this event.
- **Thanks to the Coln Choir** for donating the proceeds of £350 from their summer event.
- **Jazz Swing Band Picnic** - raised £1,500 on the 7 July. Our thanks go to Earl St Aldwyn for letting us use the gardens at Mill House and to Maureen Trudgill and her team who organised this event for us.
- **Italian Night** - raised £840 on the 10 September at Colosseo's
- **November Bazaar** - The Christmas Bazaar and raffle raised approximately £3,000, 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 £479.
- **Website donations** – Not an event as such but to report that we received £1,401 through the Mydonate page on the website.

### **General**

#### **Fairford Outpatient Clinic**

10. 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 2018.
- Over 5,200 appointments at these clinics and these included:
  - 710 for X-ray
  - 1386 for Physiotherapy
  - 1802 for Audiology
  - 567 for Podiatry
  - 145 for ENT
  - 172 for Neurology
  - 68 for Urology
  - 102 for Foot care funded by LOF
  - 258 Others

11. In addition to these the Fairford Hospital also hosts the Baby Hub, Child Development Checks, Active Balance Classes, Lets Talk, annual Diabetic Eye Screening and of course the Edna Dawes Lunch Club.

## Support services

12. The League spent approximately £88,000 providing services to the community in 2018.
13. **Home Nursing Team - c£26,000.** The Nursing Team deals primarily with end of life care. Last year they had 37 new patients and 21 of those were end of life care. The others were admitted to hospital, taken over by CHC funded agency or discharged when care was no longer needed. There were approx. 350 visits working over 700 hours, a mixture of short morning visits for personal care, sits to relieve carers and 9-hour night care sessions.
14. Referrals come from District nurses, Frailty team, Prospect team and one this year from a Swindon Palliative doctor. They have lots of phone calls from people looking for long term care for their relatives but unfortunately, we are unable to take on long term care. There is a great need out there for carers and agencies.
15. We continue to have meetings at Christine Benzie's house. These are well supported by all our nurses. Helen Mansell from the Prospect Hospice attends many of our meetings to give training on end of life care. Andrena Miles gave us our Basic Life Support training last year and is coming again in August. We really appreciate the time they give our group to help with our training.
16. Other training takes place on line or at the Prospect or Longfield Hospice. Celia attends monthly meetings with similar groups at Sue Ryder Hospice in Cheltenham where we offer each other support and updates on any changes to palliative care.
17. One new health care assistant was recruited last year, Suki Sollis, who has experience in dementia care, which will be a great asset to us. She has commenced the Care Certificate training.
18. As always, I would like to thank all our excellent devoted nurses and the co-ordinators for the time and care they give often at very short notice. Thanks also to Christine and Graham Wallis for all the support they give us.
19. **Prospect Hospice - £25,000.** Our arrangement with Prospect continued in 2018 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 43 referrals in 2018. 24 From Lechlade GPs, and 19 from Fairford GPs. We are meeting with Prospect Hospice later in the year to discuss continuing the arrangement.
20. **Family Funding Support - £1,185.** - 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.
21. **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.
22. **Edna Dawes Lunch Club - c£21,000.** 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 c£13,500.

23. **Fairford Young at Heart Club - c£2,200.** We renewed the funding for this monthly lunch club. It provides social activity and lunch for people with memory problems and their carers.
24. **Foot Care Clinic - c£1,800.** In 2018 we helped 102 people with this service.
25. **Community First Responders - c£3,200.** The League provided funding for new equipment in 2018. David Chapman will provide more information on this in the presentation after the meeting.
26. **Patients Transport Service - £3,200.** 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.**

**Questions:** In response to a question regarding the difference between expenditure and income. GH advised that not all details of income have been listed above. In addition we also receive regular donations, legacies and a small grant from the Gloucestershire Clinical Commissioning Group, which makes up this difference. Details of those can be found in the Report and Accounts.

### **Agenda Item 5 – Review Of Activities not included in Chairman's report**

#### **Patients Transport Service – Val Harvey**

27. Last year our Transport Service undertook 726 drives. Whilst we have 7 new drivers since the last AGM we are still short of volunteers for this service. We have 37 drivers, 12 in Lechlade and 25 in Fairford – a few years ago we had 56. Patients continue to be referred by both Hilary Cottage and Lechlade Medical Centre surgeries. A typical week is around 21 drives and last week there were 6 to GWH, 1 to Glos Royal, 2 to Cirencester Hospital, 8 to Fairford Surgery and 4 others – either dentist or opticians. We need more volunteer drivers – particularly for the longer runs. Due to GWH changing their parking criteria our Drivers for Swindon now have ID badges. We also now have our own phone.

#### **Agenda Item 6 – Treasurer's Report – Andrena Miles presented the 2018 Accounts.**

On behalf of the Trustees Andrena thanked Graham for all his work in the last year, particularly during the changing of the Charity Name. AM advised the meeting that the Charity has broken even this year. Due to FSE rules on formatting accounts our accounts will look very different to those previously submitted. Therefore comparison with previous years has been more difficult to show this year. The actual accounts show that we have made a small loss. This is due to the value of CAF investment bond having gone down and although it is an unexpended loss it needs to be shown in the Accounts. It is good that the House-to-House amount has not been affected by the change of name. AM advised the attendees that a cheque of over £500 has been received from donations given at Paul O'Shaughnessy's funeral. A letter of thanks will be sent to Jill Shaughnessy.

### **Agenda Item 7 – Election of the Management Committee**

28. Members of the Management Committee are by definition Trustees of the Charities and have the associated legal responsibilities for the management of the Charity. The Trustees are the same for both Charities and they hold joint meetings for them both.
29. The Committee will select a Chairman at its first meeting in accordance with the Constitution.
30. 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

Shelley Welsh  
 Margaret Pursch  
 Andrena Miles  
 Heather Finlay

And in an Ex Officio position: Janet Gale and Mel Stephens

The meeting unanimously agreed the election of the above members. John Read proposed and Ros Godden seconded.

Graham advised that David Chapman, after 12 years as a Trustee, has decided to retire. Graham thanked David for his advice, contribution and commitment to the Charity over the years particularly as his dedication and service has helped to make us stronger and deliver improved services to the community. There are many in the community who have benefitted from David's commitment and contribution. He will be missed.

### **Agenda Item 8 – 2019 Events**

Social events for 2019:

- Friday 28 June – Open garden/cheese and wine evening, Langford Downs Farm, Near Lechlade.
- Saturday 6 July – Glos Jazz Big Band Picnic at The Mill House Coln St Aldwyns.
- Monday 9 September – Italian evening at Colosseo Restaurant.
- Sunday 3 November - Craft Sale at Quenington Village Hall
- Saturday 23 November – Annual Bazaar at Fairford Community Centre

### **Agenda Item 9 – AOB Questions**

**This concluded the formal business of the meeting.**

### **GUEST SPEAKERS**

David Chapman and Stephen Andrews from the Community First Responders.

David and Stephen will give a talk on the services of the Community First Responders

David introduced Stephen Andrews, who has now taken over from him as Leader of the Community First Responders. Stephen showed an interesting presentation on the key and important work that the First Responders undertake and how it has grown since starting in 2006 some 13 years ago and added that there were 3 people in attendance this evening that started at that time. Stephen thanked The League of Friends for their funding and initial investment of £22,000 for equipment without which this group would not have been able to be created.

Stephen presented on 6 areas:

#### **The Group:**

Community First Responders (CFR) cover Fairford and Lechlade and the surrounding villages. There are 3 based in Lechlade 2 in Fairford and 2 in and around Kempsford. Recruitment of additional CFRs is ongoing and the aim is to hopefully have them based in other areas of the district. We set up defibrillators in our community area, which are checked every month. As with every service – we need volunteers to be trained so that there is an on-going number of Responders at all times. We have pagers and these indicate when we are available to be on call and when off-line.

#### **The Role:**

Volunteers who support the local community by attending emergency calls ahead of an ambulance, where it is unable to get there quickly. This can mean we are covering conditions such as heart attacks, stroke, breathing difficulties and falls. We have access to a clinical hub and therefore can report on status of the patient, which helps with the allocation and timing of ambulances. We are now part of a “falls programme” where the clinical hub also gives advice after the Responder has carried out Triage, having attended a fall patient.

We carry out public awareness courses with the South West Ambulance Service.

**CFR Training:** This takes the format of 2 full weekends (2 days) followed by a shift with the Ambulance Service. We hold monthly meetings and a paramedic generally attends these providing continual training in the use of the equipment and CFR.

**Equipment:** The equipment required is for basic life support, e.g. defibrillator, oxygen and various kits for airway management. However we are not there to give a clinical solution – if treatment is requirement either a paramedic or two people in an ambulance would take over. Our role on observation is to check the standard measurements of BP, temperature. Blood sugar etc. And again we have a clinician at the end of a phone to help prioritise the patient.

**CFR Case studies:**

**Stroke:** We establish, through a test, whether the patient may have had a stroke. Emphasis is on how long ago the symptom started and treatment depends on that timing.

**Heart Attack:** Awareness of this does not mean a patient has collapsed, there are various walking symptoms such as: sharp pain/tingling and a feeling of being unwell. Again the emphasis is finding out history. We do have kit available for a major attack. The earlier use of a defibrillator in such an attack can aid a better and quicker recovery

**Sepsis:** Establishing how this might have happened, possibly a reaction to a wound after which septic shock sets in.

**Overheating:** Particularly in young babies and children.

**Falls:** Stephen thanked the Charity for their contribution enabling the purchase of two “Raiser Chair” that are important pieces of equipment to aid recovery. The chairs enable us to raise the patient off the floor. A demonstration will be carried out after the AGM. Again we work with the clinician on the telephone so that we are sure that the patient can be lifted. If they were unable to be lifted, in the instance of a broken leg or limb, then the ambulance would be called.

Before handing over to a member of the South West Ambulance Service, Stephen reiterated that the CFR’s are all volunteers and their prime objectives are: Assess – Inform – Support – Handover – Assist.

Kevin Dickens from the South West Ambulance Service thanked the meeting and Trustees of the Charity for their community spirit. He especially thanked the Trustees for helping to fund the Raiser Chair equipment. Recent research has shown that out of 100 patients attended to by CFRs with Raiser Chair equipment, 70 patients did not have to be admitted to hospital. He commented that the role of First Responders is Care, Communication and TLC and all of the CFRs in the team serving our community have those skills. On behalf of the SW Ambulance Service he thanked the Trustees of The League of Friends/FFLC and it was an honour to be working with the CFRs.

Questions: Can a call be direct to a CFR instead of the Ambulance Service? Stephen responded that this not possible, the initial call needs to go through the Triage system and therefore through the Ambulance Service in the normal way.

Graham Hewitt thanked Stephen and David for their informative presentation and for the demonstration of the Raiser Chair.

***The meeting concluded.***