

## FRIENDS OF EAST SURREY HOSPITAL

Registered Charity No. 287535

### **Minutes of the 35th Annual General Meeting held at Maple House, East Surrey Hospital on Wednesday 11th September 2019 at 5.30 pm.**

Present:	Mr R A Burford	Chairman
	Mr S Otterburn	Honorary Treasurer
	Mrs L S Reyniers	Honorary Secretary
	Mrs M Lydon	Mrs A Stagg
	Mrs J Redman	Mrs S Brankin
	Mr R Davies	Mrs J Sadler
	Mr B Cherry	Mrs T Shannon

Guests from the Surrey & Sussex Healthcare NHS Trust: -

Mr Richard Shaw	Chairman
Mrs Gillian Francis-Musanu	Director of Corporate Affairs
Ms Jane Dickson	Chief Nurse
Mr Jamie Whitburn	Head of Communications
Mr Andrew Bickerstaff	SASH Charity

Attendees: 54 Members of the Friends, including 28 Shop Helpers from the Friends' Coffee Shop.

1. **Welcome:** The Chairman welcomed all the members and guests and particularly the guests from the Hospital Trust.
2. **Apologies:** Apologies for absence had been received from Michael Wilson, Chief Executive, Sue Woodall and 43 Members and 9 Shop Helpers.
3. **Minutes of the last AGM:** The Chairman asked if the Minutes of the 34th AGM held on Wednesday 5th September 2018, which had been circulated, were accepted as a true and fair reflection of that Meeting. No comments were made. The Minutes were approved and signed by the Chairman.
4. **Chairman's Report:** In presenting the Annual Report the Chairman reported that the Friends had an income of £124,000. £232,000 was donated to the Hospital. The Friends donated the Patient Entertainment System to the new Horley Ward at a cost of £57,000. As always the Shop's operating profit of £117,000 would not have been achieved without the loyalty of our customers and the dedicated efforts of the Shop Helpers. The Trustees and I are grateful to you for that wonderful support, which you give freely to our charity.  
The Chairman thanked the three Shop Managers, Mrs Margaret Lydon, Mrs Jackie Redman and Mrs Alison Stagg for their continuing good work. Mrs Jackie Redman was additionally thanked for continuing to organise the rota and recruiting new volunteers. He added that the best recruiting sergeants were the Shop Helpers themselves and he urged them to help to find more new recruits. The Chairman concluded his report by thanking his fellow Trustees for their continuing support, patience and advice.  
The Chairman then asked for any questions relating to the Annual Report. There were no comments or questions. The Chairman requested a proposal that the 2018 Annual Report be formally accepted. Mrs Margaret Lydon acted as proposer, seconded by Mrs Maureen Brown, which the Meeting agreed unanimously. The Chairman added that copies of the Annual Report were available on the website, [www.foesh.co.uk](http://www.foesh.co.uk).

5. **Treasurer's Report:** The Honorary Treasurer began by saying that the performance of the Coffee Shop was quite good. He likened it to Marks & Spencer, adding that unlike them we are not closing stores and continued that the our performance and results of the Friends Coffee Shop were better than theirs, which amused the audience. The quarterly Accounts showed a reasonable measure in profits, approximately 125% +.

In response to the Treasurer's request Mr Roy Davies proposed that the audited accounts be approved, Mr Bob Cherry seconded the motion and the meeting agreed the resolution unanimously.

There were no comments or questions from the floor regarding the Accounts. The formal Accounts are available on request from the Honorary Secretary should any Member require a full copy.

6. **Re-Election of Auditors:** The Chairman proposed that Braidwood, Wheeler & Company be reappointed Auditors as they continue to give excellent service. Mrs Ruth Harwood seconded this Motion. The Meeting agreed the proposal unanimously.

7. **Election and Re-election of Committee Members and Officials:** Mrs Jackie Redman and Mrs Alison Stagg retired from the Committee by rotation. They offer themselves for re-election. Mrs Tarn Shannon proposed their re-election and Mr Roy Davies seconded the proposal, which was approved by the meeting.

Mrs Jo Sadler, Mrs Tarn Shannon and Mr Bob Cherry had been co-opted on to the Committee and their confirmation as Trustees of the Charity was requested. The Chairman acted as proposer and this was seconded by Mrs Jackie Redman and approved by the meeting.

8. **Questions and comments from Members:** The Chairman opened the meeting for comments and questions. Mrs Penelope Horsfall recorded her recent experience in Accident & Emergency. She was there for 4 hours, received wonderful treatment, was offered refreshment and she added that she had written to Mr Michael Wilson, Chief Executive, to tell him about her excellent treatment. The Chairman of the Trust, Mr Richard Shaw responded, saying how pleasing it was to hear of her experience.

Mrs Jackie Redman wished to thank Dr Denise Moseling and her team of helpers for the lovely gardens that are cared for around the Hospital. The audience responded with a round of applause. The Choir have been performing in some of the gardens.

As there were no further questions the Chairman formally closed the Annual General Meeting of the Friends of East Surrey Hospital.

**Long Service Awards** The Chairman of the Trust, Mr Richard Shaw, presented the Long Service Awards of 10,15, and 20 years' service to those Shop Helpers who were present at the Meeting.

The Chairman introduced Ms Jane Dickson, the Chief Nurse, who gave a presentation on the present status of the Hospital. The Hospital serves a population of 535,000, with 4,453 staff members; there are 735 beds and 21 operating theatres. 10,000 Members, 200 Volunteers 100+ Friends, 50 from Radio Redhill, 50 from Macmillan and not forgetting Buster, the therapy dog and Jasmine the therapy cat, support the Hospital.

She gave an overview as to how busy the Hospital was on a monthly basis; 9,300 A&E attendances, 31,000 outpatient's appointments, 3,200 emergency cases, 3,300 day cases, over 400 planned procedures and over 2,900 Ambulances arrive per month.

She added that the Friends have contributed much equipment recently including the Patient Information System installed in the new Horley Ward for which they are very grateful.

In January the Care Quality Commission had awarded 'Outstanding' rating to the Hospital.

The Hospital had ended the financial year 2018/2019 with a surplus of £11.6 million. The Dental Department had been awarded the First Community Partner of the Year Award for care of children. The Mortuary Team were awarded Natural Unsung Hero for Team of the Year.

The well being of the staff is very important, and in recognition of their hard work they have all been given an extra half day off.

Quality of safe care is important. The mortality rate and fall rate in the Hospital are both lower than the national average. She highlighted the 'Never Event' should errors be made. If this happens safety messages are sent weekly to remind and inform all staff. A new out patients department for obstetrics and gynaecology and dental care has opened. A 'Changing Places' facility has been installed for wheel chair users.

Work is continuing with the Virginia Mason Hospital, where the philosophy is that every person, from Chief Executive to the porter, has something to offer and everyone matters.

At this point she invited any questions. Maureen Brown asked about the post box in the camomile garden. This garden has been designed as dementia friendly garden and the post box plus artwork is to enable patients to reminisce. Music has also taken place in the garden.

Mr Brian Rowbotham asked for clarity about the 10,000 Member of the Trust.

Mrs Gillian Francis-Musanu responded by saying when the Hospital was aiming for Foundation Status, anyone who had supported the organisation was regarded as a Member.

Foundation status is no longer part of the Health System's strategy.

The Chairman thanked all the speakers. He then invited all the Members and Guests to join the Committee for a buffet supper.