

Minutes of the 81st
ANNUAL GENERAL MEETING

**The Friends of the Royal Marsden, Chelsea
Thursday 26th May 2022 Via Zoom**

**MINUTES OF THE EIGHTY SECOND ANNUAL GENERAL MEETING
of
FRIENDS OF THE ROYAL MARSDEN, CHELSEA**

**Thursday May 26th 2022
Via Zoom**

1. President's Welcome

Good morning, everybody and welcome to the 2022 Annual General Meeting of the Friends of the Royal Marsden Chelsea. The meeting is being recorded so if you want to turn off your video please do and if you want to mute yourself. For elections you can show your hand but otherwise we will take your silence as agreement. Apologies have been received from Countess Cadogan, Deputy Chief Nurse Jo Waller, Marie Stacey and Anna Scott. I know everyone would like to acknowledge the constant support from our Patron and join me in thanking. Do we have any hospital staff attending? Barry Pridmore and Nick Komorary. I would like to thank you for taking the time out and attending.

Welcome to everybody and thank you to all the hospital staff. We have a very good relationship with all the hospital staff who help us with any requests or queries.

The Minutes of the AGM held on September 23rd 2021 have been emailed, circulated and approved. May I now sign these as correct? I will bring those into the office for filing very shortly. We now have a report from our Treasurer Margaret Lalor. Margaret has given notice that she will be resigning as Honorary Treasurer and our thanks go to you for the understandable and way which you have presented the accounts. We will miss your expertise and always happy personality. A nomination has been made for Mr Roderick Haywood to be Treasurer and Trustee. I would like now to formally propose this nomination. Is everyone in agreement? Thank you. I personally look forward to meeting you.

2. Apologies for Absence

Apologies were received from Countess Cadogan, Jo Waller, Marie Stacey and Anna Scott

3. Minutes of the Eightieth Annual General Meeting held on 23rd September 2021

The Minutes of the Eightieth Annual General Meeting held on 23rd September 2021 have been emailed, circulated, and approved in 2021. Mrs Franklin asked if she could sign them as correct. This was unanimously agreed.

4. Report by the Honorary Treasurer, Mrs Margaret Lalor

As stated in our Objects and Rules, the Object of the Friends is “to relieve patients and former patients of the Hospital ... and generally **to support the charitable work of the Hospital,**” and as such we assist in the **provision of equipment, services and amenities** to the Royal Marsden Hospital and its patients.

The Friends of the Royal Marsden at Chelsea have, over the last five years, donated almost £764,000 to the hospital- an incredible achievement, especially for an organisation run almost entirely by volunteers. In 2021, we funded £93,000 towards the hospital, staff and patients, this was down 20% on the previous year. At the end of the year we had charitable commitments of £121,000 which includes £51,000 of the £100,000 that is to be spent specifically on gynaecology related equipment or facilities and was donated in 2019 and specified for this purpose. There is a comprehensive list of our charitable expenditure on page 15 of the Annual Report and the commitments on page 29. I do not need to highlight the huge impact that Covid has had on both our fund raising and our charitable spend but we look forward to a more bounteous year in 2022 for both and we are certainly off to a good start. For the purpose of carrying out the abovementioned object we can” raise funds and ~~to~~ invite and receive contributions from any person or persons or organisations whatsoever by way of subscription, donation or otherwise.”

As such, and in order to achieve our objectives, the Friends have five main revenue streams: Donations and Legacies, Subscriptions, the Café, the Shop and Shop Trolley, and Fundraising Events and Activities.

In 2021, as with 2020, Covid 19 had a very significant effect on our ability to work actively in a few of our revenue generating areas. In 2020 we had the shop closed for a few months, but the Café which had also closed in March 2020 continued to remain closed until only a few weeks ago and fundraising was not really possible. Despite that in 2021, the net income from all revenue streams was over £213,000, up 36% on the previous year, a result with which the Friends and the Royal Marsden Hospital should be delighted. There is a summary of the net income from the various revenue streams on page 16 of the Annual Report and there is further detail on page 26.

Net Income from Donations, Legacies and Subscriptions was £168,000 in 2021, up 10% on the prior year, thanks to the generosity of so very many. We did, in this year, receive a generous legacy of £50,000 promised in 2020 subject to the sale of a property which finally happened in 2021. I would also like to point out that, included in the £168,000, are donations from our collection tins, placed around the hospital and in local shops and businesses, money from the Co-Op Community Funding, and money from other giving schemes which contributed almost £5,000 as well as £22,000 from “Much loved/In memory of” donations. Also included here are the donations received in respect of our two great London Marathon runners who managed to raise almost £9,000 between them. And, of course, most significantly, we should note that we received almost £40,000 income from the Campbell Paterson investment Fund in South Africa. This Legacy was left to the Friends a number of years ago and entitles the Friends to the net income from the Campbell Paterson Trust Investment portfolio.

With regards to our Fundraising events and activities, our only fundraising events were the hugely successful Bridge evening (as so many of us had got used to doing things remotely this seemed to work to our advantage and a remote Bridge evening was held) and this raised a huge £10,000; the Katie Rockley Piano Recital an enormous £29,000. Unfortunately no other planned events were able to proceed.

Requests from the Hospital were a little slow to come in this year as everyone has been focused on Covid but we did manage to fund the purchase of £70,000 of hospital equipment and £22,500 of hospital and patient amenities. This included a £30,000 plasmajet machine for the Gynae Theatre, and a number of patient procedure trolleys for different departments. We have also agreed to a piece of equipment for head and neck surgery at a cost of £35,000.

Finally, albeit to a much greater extent in non-covid times, it is not only our financial contribution that has such an impact. As important, if not more so, are the thousands of hours of service our volunteers provide in so many areas around the hospital that make such a difference to the Royal Marsden and its patients. In addition to operating the Café, the Shop and the Shop Trolley our dedicated volunteers run the hobbies trolley, assist in mentioned, the Friends were holding an incredibly healthy Horder ward and in the Outpatients department, meet and greet patients, maintain hospital flowers and the garden, - the list goes on!

Finally, at the close of 2021, and taking in to account our charitable commitments of £121,000 previously cash balance of £538,000. This ensures we are very well placed indeed to carry on the great work we do here at the Royal Marsden Hospital.

In closing, may I take this opportunity to thank Linda Wimble, who once again has worked incredibly hard to produce the Annual Report with me and also to thank Teresa Dick who has given a huge amount of time and invaluable assistance to me this year as our Voluntary book-keeper.

5. Adoption of Report and Accounts for the year ending 31st December 2021

The President, Sandra Franklin proposed the adoption of the Report & Accounts for the year ended 31st December 2021. This was carried unanimously.

6. Confirmation of Membership to the Board of Trustees

The Committee have confirmed the re-election of the Trustees for next year Mrs Antoinette Pardo, Mrs Wendy de Capell Brooke, Mrs Marie Stacey, Mrs June Torrance, Mrs Linda Wimble, Mrs Emma Rogers and myself Mrs Sandra Franklin. This was carried unanimously. Margaret Lalor was Treasurer and Trustee but is stepping down. We would like to appoint Roderick Haywood as her successor as Treasurer and Trustee. All agreed? Thank you.

7. Confirmation of the Committee

The Committee have confirmed the re-election of the following members Mrs Aragoni, Mrs Blackwood, Mrs Bradshaw, Mrs Fiddian-Green, Mrs Franklin, Mrs Munday, Mrs Rogers, Mrs Wimble, Mrs Laidlaw and Mrs Phipps. All agreed, thank you.

Mel Bowker was asked to join the Committee and has already attended one meeting. I would like to propose a formal election to the Committee of Mrs Bowker. All agreed, thank you. We would also like to appoint Teresa Dicks to be our bookkeeper. All agreed.

Resignation from the Committee from Mrs Ashby and Mrs Turner

8. Confirmation of President

The Committee have confirmed Mrs Franklin as President

9. Confirmation of Co-Chairs

The Committee have confirmed Mrs Wimble and Mrs Rogers as Co-Chairs

10. Confirmation of Vice Chairman

The Committee have confirmed Mrs Blackwood as Vice Chairman

11. Report by the Co-Chairs

AGM CHAIRS' REPORT

Emma Rogers and Linda Wimble Co-Chair

Linda reported:

Good morning and thank you all for joining the 82nd AGM of Friends of The Royal Marsden, Chelsea. Just to let you know we will be recording the meeting so please ensure you press your mute button if you do not want anything you say to be transcribed.

After the slings and arrows faced during 2020, 2021 has certainly had its ups and downs but fortunately, there have been rather more of the former than the latter. The continuation of Covid has meant that many parts of the hospital remained no-go areas including the Cafe which has always been an important part of our fundraising effort. On a happier note, however, the shop has gone from strength to strength, thanks not only to the herculean efforts of our buying team but also to those of our wonderful, dedicated volunteers, who turn up week after week to ensure that it remains open for the benefit of patients and staff. The Meet & Greet team has been back in service for over a year and the kindness and compassion of our volunteers never goes unnoticed, as does the care and thoughtfulness of all those volunteers who assist in so many ways in both clinical and non-clinical areas in and around the hospital.

During 2020, there was little to report about volunteer activity as only a few of our departments were up and running again. 2021, however, tells a different story and that story can only be told because of you, who have supported us every step of the way. So, in no particular order, here is our modest attempt at thanking you, our amazing volunteers, members, donors and fundraisers for your incredible support in helping to keep the charity going.

Emma reported:

Although it might seem like the wrong way round, we want to start our thank you's with a goodbye. After three years, our wonderful, seriously talented, dedicated Treasurer, Margaret Lalor has decided to retire. Margaret has held our hands throughout Covid, been instrumental in getting all our systems migrated into the Cloud and has always been a pillar of strength. We will miss her terribly not just for her accounting skills but also for the hugely appreciated support, guidance and friendship that she has given to Linda and I over the three years that she has dedicated to being Honorary Treasurer. So, on behalf of the Trustees, Committee and all of the Friends want to say a massive thank you for everything you have done. You really have made a difference.

2021 was a great year for the shop. Not only did income double by over 100% year over year and £24,000 more than in 2019 but, with the café still shut, it became our main source of revenue. Year on year net income was up by almost 150% and turnover practically doubled. While it would have been easy to hunker down, regroup and wait to see what was going to happen as the impact of the pandemic unfolded, our shop volunteers were extraordinary in their enthusiasm and utter determination to keep the cogs turning for the benefit of patients, their carers and staff. Sheer effort, hard work and dedication meant that the shop was open throughout the whole of 2021. Special thanks must go to Susie Blackwood and Cristiana Aragoni who went above and beyond to make sure that the shop was stocked and merchandised making it a hub and a haven for patients and staff.

As for the café, the fact that it remained closed for the whole of 2021 was a huge sorrow. Not only had it been our primary source of income pre-Covid but it was also at the heart of what we, as the Friends contribute to the hospital. The benefits of a warming cup of tea served with a smile and the slightest of human touches should never be undervalued but the impact of Covid was relentless and despite our best efforts, the shutters remained firmly closed.

As a result of this coupled with the continuing no-visitor policy, refreshments for patients and staff were extremely limited. In response, the Friends installed a Coffee machine in the shop and continued to subsidise and maintain coffee machines in Radiotherapy, RDAC and the Cyberknife department. Without these, there would have been no facilities for hot drinks which, although perhaps small in the scheme of Covid was significant in terms of patient and staff well-being.

Meanwhile, beyond the brick walls of the hospital, things were looking up. The garden, in spite of the fact that our wonderful volunteers, headed by Marie Stacey, were unable to tend to it during Covid, was in our sightline for some serious TLC. By June, we were able to get the much-awaited garden refurbishment project underway and by early July the terraces had been given a new lease of life. The Marsden was certainly in bloom, and we were thrilled that patients and staff were able to reap the benefits. Meantime, flowers in the chapel were re-introduced and our flower ladies, ably managed by Georgiana Fiddian-Green set to with gorgeous displays of fresh, seasonal blooms.

Sadly, our much-loved hobbies, shop and tea trollies were a serious casualty of Covid. Having been decommissioned in March 2020, they remained stationary for the whole of 2021. The trollies have always enabled the Friends to bring their kindness and compassion to the bedside and while Covid put a halt to that, our wonderful volunteers were standing patiently in the wings looking forward to getting behind the wheels again as soon as possible.

Back on the wards and in Outpatients, volunteer help remained mothballed. Being unable to offer help where it was much needed was devastating to patients and volunteers, especially given the no-visitor policy.

Meanwhile, the Meet & Greet team, headed up by Sarah Phipps, was powering through lock down with the dogged determination and dedication which we have come to expect from this amazing team. Despite the most testing of circumstances the meet & greet volunteers have been indefatigable and have dealt with whatever has been thrown at them with dignity and kindness, always remembering that the patient comes first.

Less well known, but super important to the Friends' is the small cohort of volunteers who offer support in several smaller areas of the hospital. These are the unsung heroes who quietly and discreetly assist patients and staff doing the small things to make a big difference which really does sum up what the Friends' is all about. Special thanks must go to Ruth Coles, one of our lovely volunteers who has sewn countless syringe driver bags during lockdown which, thanks to the generosity of Designers Guild, have been made up in beautiful fabrics.

Our volunteers are the lifeblood of the Charity but there are so many other ways that we add value to the patient experience in the hospital. In Spring 2021, a patient popped her head into the Friends office and asked whether it might be possible to get something better to look at in APU than the tired posters which had adorned the walls for many years. A challenge at last. Thanks to June Torrance, ex-President of the Friends, honorary hospital photographer in residence, and member of the Arts Forum, there is now a wonderful series of acrylic images of 'London in Lockdown' on full display in APU. We love stories like this as it shows that so much of what The Friends does is the direct result of watching, listening and responding to patient and hospital requests.

Sadly, the grand piano at the bottom of the Regency staircase remained silent during Covid and our wonderful volunteer pianists were much missed.

Donations to the hospital were much reduced as the focus was firmly on keeping patients and staff safe, but we still managed to give around £93,000 to the hospital for the purchase of Gynae equipment, patient trolleys and for a blood i-stat machine. We also donated over £50,000 towards patients and staff amenities including the provision and maintenance of coffee machines, the grand piano, the aquariums as well as to fund garden improvements, the Arts Forum, aromatherapy, flowers etc. etc. The list goes on.

Linda reported

Although fundraising was practically non-existent during lockdown, the latter part of 2021 was given a huge boost thanks to the heroic efforts of our two London Marathon runners, Allison Rodgers and Cameron Wimble who, between them, raised £9k. The bridge event, our first ever done remotely was a huge success, run and organised by volunteer Janie Gill with sponsorship and collaboration with Bridge guru, Zeb Stocken. It raised an incredible £9k and we are hugely grateful to everyone who organised and took part in the event. And of course, we mustn't overlook the incredible piano recital evening which was conceived of and hosted by Katie Rockley and raised more than £30k. On a smaller, but no less important scale the collection tins continued to drip feed our fundraising activity and we remain ever grateful to Sally and Roger Robotham who collected the tins and counted the cash assiduously throughout the year.

Behind the scenes, information technology became our new best friend. Slowly but with increasing confidence, we migrated as many of our systems onto the cloud as we could, enabling much of the critical back-office work, which is essential to the smooth running of the charity, to be done remotely as well as in the office. For the first time ever, we were able to sell Christmas cards online which was a huge step in terms of reducing admin while increasing revenue. These small but very significant changes now mean that the Charity is well positioned to excel as we emerge from the pandemic, while also ensuring that we are, as much as possible, future proofed.

By October, we were delighted to welcome our much-missed secretary, Camilla Callander, back into the office having been furloughed for many months. Camilla's co-worker Angie Gamborg opted for early retirement and, while we were sad to see her go, we were very happy that she continues to volunteer in the shop and at fundraising events.

At the same time, we were happy to welcome Teresa Dick as our first volunteer bookkeeper. Along with our Incredibly hard working and tenacious Treasurer, Margaret Lalor, Teresa has made a real difference as to how we manage the finances which, particularly as we are a fully audited Charity, is critical. Not only that, but together, they steer us in the right direction when it comes to matters of Governance and the Charities Commission.

Recruitment took a big hit in 2021 but the need to ensure compliance with all the NHS and hospital directives continued, and throughout the pandemic, volunteers were busy updating their compulsory e-learning to ensure that they were up to speed as and when they would be able to return to service. Special thanks must go to Mel Bowker and Camilla Callander for encouraging and helping all our returning volunteers to complete the process.

By the end of the year, although volunteer numbers had dwindled from when they were at their peak pre-Covid, The Friends had over 140 volunteers, 171 non-volunteer members and hundreds of supporters who donate to, fundraise for and subscribe to the Charity. Our efforts to keep our members engaged was hugely helped by the website and the database, both of which had become integral to our communications during 2021.

It had been another testing year for everyone, but the Friends' sustained itself as a living, breathing charity with the most incredible group of volunteers and supporters. Without you, and the support of our Committee, Trustees and the Hospital staff we would not have been able to achieve any of what we have talked about today so thank you. We are proud, honoured and grateful to be part of this incredible charity which continues to punch above its weight and in doing so, really does make a difference to the experience of all who visit the wonderful hospital that is the Royal Marsden, Chelsea.

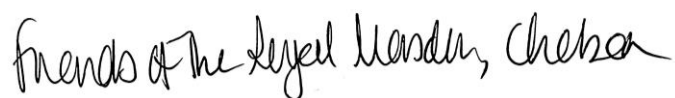
Thank you.

12. Address by the President – Mrs Sandra Franklin

Thank you Emma and Linda for a very comprehensive report, thanks to all the Committee members who put in so much and I can only say what I said last year that everyone approaches running their departments in such a professional manner and it takes up so much time and can seem like a full-time job. We have one new appointment and that is to welcome Caroline Syms who will be working part time sharing with Camilla in the office. She will gain a lot of knowledge from Camilla who has coped so well with office overload since her job has expanded so much over the 12 years she has been with us so Caroline I am sure you will enjoy your involvement with the Friends. I'd like to take this opportunity to thank the Chairman of the hospital Charles Alexander who will be retiring at the end of the year after his six year term of office. Charles has always been very supportive of the Friends, attending our events, a frequent visitor to make purchases in the Shop. The thanks from the Friends is always encouraging and welcome and is ongoing. I know one or two of the patients at the moment and one said to me recently 'when I don't have to go to the Marsden for treatment, I really miss it as everyone is so friendly and the nurses are so nice'. I think that adequately sums up the reason we are all here as volunteers with the Friends. I would like to thank all of you who are here. The meeting has been very short and it would be nice to be back in the Julian Bloom Theatre again and have a speaker and welcome you to tea, coffee and glass of wine and maybe ongoing we could look the future in doing that. Otherwise I'd like to say to you all farewell and enjoy the rest day and keep well.

Sandra then ended the meeting by thanking everyone who attended.

Signed:

A handwritten signature in black ink that reads "Friends of the Royal Marsden, Chelsea". The signature is written in a cursive, flowing style.

Date: 14th June, 2023