



Impact Report

A Warm Welcome from The Friends of Charing Cross Hospital

We have all seen and felt the devastating impact of the global pandemic – in our hospitals, on our loved ones and in our communities. Our thoughts are with all those who have lost so much. In this impact report, we tell our story of the past two years, and set out how we as a charity have adapted to continue to serve our community. It also sets out how we will continue to adapt our approach so we can best support the patients, staff and local community post-COVID.

It has been truly heartwarming and inspiring to see how the continued acts of kindness and generosity amongst our supporters have connected us all during this very difficult time.

Thank you all, from the trustees

January 2022

Our story and our work

The Friends of Charing Cross Hospital is a registered charity supporting the Hospital and local community. We provide grants to fund equipment and support projects.

We have traditionally always had visibility within the hospital due to our onsite Friends shop, monthly book sales, bric-a-brac sales and Christmas events. Due to the pandemic, the general public were not allowed into the Hospital, so we had no access to the Hospital at all. We temporarily handed over our shop to be used as a hub, providing NHS workers with free food and drink. We donated our shop stock and purchased more stock to be given to this project in support of NHS staff at the hospital.

We have been so supported by individuals, Friends and organisations within our community who have given their time and money to donate and fundraise for our charity. We held our own fundraising appeal for NHS staff within the Hospital. A COVID grant was awarded to us from Hammersmith United. We are so grateful to all of our supporters – this meant that we, in turn, were able to support projects within our local community when they most needed it.

During the last two financial years, we have granted over £50,000 of funding to projects within the Hospital and in the local community.

The projects we supported

The Friends' shop

Our shop was unable to remain open to the public during the pandemic. We gifted our stock to NHS workers. The shop re-opened under Imperial's care, and we purchased further stocks that we gifted to NHS staff to help out during the crisis.



Portable ultrasound scanner

We grant-funded this portable thoracic ultrasound machine for the Respiratory Department at the Hospital. This equipment helps to meet increasing demand in the management of pleural disease. It improves diagnostic waiting times and reduces hospital admissions. In light of COVID-19, this handheld machine reduces the risk of cross-infection, allowing use in clean and red COVID areas of the Hospital.

The Charing Cross Day Nursery

The nursery cares for the children of hospital workers as well as those in the local community. We helped the nursery with some new equipment, including an outdoor climbing frame. The nursery remained open during the pandemic to look after children of key workers.





The Smile Brigade is a small social enterprise working to address physical, social, emotional and mental health needs within the borough. During the pandemic, they provided and delivered hot meals to vulnerable people within the community. We were delighted to contribute and support their work. We also gifted a box of books for their community library.

Maggie's West London Cancer Centre

Maggie's is located at Charing Cross Hospital. We gifted a box of books to add to their bookshelves in their quiet space.



Hammersmith & Fulham Food Bank

The food bank opened in 2010. In the 2019/20 year, the foodbank fed a record-breaking 12,000 people. This dramatically increased the following year during the pandemic, when they delivered food to 18,200 households. We approached them as we wanted to provide support to the local community where it was needed most.



Simulation trolley for regional anaesthesia

This training simulator allows trainees and established consultants to participate in high-fidelity simulation training. It is an effective form of training and translates into improved performance in a clinical setting. The training takes place 'on the job' in order to translate it directly to clinical practice. Regional anaesthesia is proven to lead to increased patient satisfaction, decreased post-operative pain and a shorter hospital stay

Music on the wards

Pre-pandemic, the charity sponsored monthly musical events in various wards across the hospital to aid rehabilitation.



Christmas gifts of kindness

The charity purchases a small Christmas gift for each patient who is in hospital over the Christmas period and provides a ward gift of chocolates for the staff.

Supporting the Friends of Charing Cross Hospital as an individual or corporate member plays a vital role in helping us to continue to provide funds to help projects within the Hospital and local community. Check out our website www.friendscxh.org.uk to find out more and get involved.





Our Interim Strategy



Last year, our Chair and Vice-Chair came to the end of their three-year terms. Although we welcomed a new Chair, James Bezer, we lost three trustees at the same time. Whilst we look to strengthen and increase our Board by recruiting new trustees, we have, in the interim, taken on two Co-Chief Executives, working one day per week, to carry out the strategic, administrative, fundraising and communications roles.



We have just recruited two new trustees, with a third potentially joining our Board. We will share more details on social media and on the website.



Looking forward

Charities are being called upon more than ever to support their communities, whilst at the same time facing unprecedented challenges about the future. Support for those most vulnerable and isolated played an essential part in helping people continue to survive and access the help they needed. We were in the fortunate position of being able to collaborate with other local charities to ensure the most vulnerable were given some support.

Since the pandemic, we no longer have a visible presence in the hospital. Our shop has been permanently handed over to Imperial, who will determine how to use the shop to best support NHS staff. At the time of writing, discussions are still taking place and final decisions are yet to be made.

With our Board strengthened and new trustees with fresh ideas, we will strive to grow and continue to serve the hospital patients, NHS staff and local community.

Thank you!

Finally, a huge thank you to all of our amazing supporters. Your time, support and fundraising has helped to fund all of the projects listed here.

To learn more about our work, take a look at our website www.friendscxh.org.uk and if you would like to get involved, email us on friends@friendscxh.org.uk





To learn more about our work, get in touch!
We are looking for new trustees

Email: friends@friendscxh.org.uk

Website: friendscxh.org.uk

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