







Annual Report 2012

We are Scotland's Health Charity

Chest Heart & Stroke Scotland We are Scotland's Health Charity



"The group helps me to feel confident and gives lots of time for me to speak, with people paying attention and wanting to hear what I have to say."

"My sponsor telephoned me to let me know the wonderful news and to be honest, it is only now that I can say it is beginning to become real."

"The nurse was really great and understood what my problems were. She gave me advice and reassurance which helped me greatly." Chest Heart & Stroke Scotland improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information, and support in the community.



Rebuilding communication skills after stroke can be fun. Andrew Cunningham and CHSS volunteer Natasha Myas enjoy working together in this hospital-based project in Fife. Read more on page 18.

Research, advice, support, campaigning and fundraising – as Scotland's health charity, Chest Heart & Stroke Scotland takes a dynamic, proactive approach to all of its activities.

This report shows how far we have gone towards achieving our goals and objectives and preparing plans for the future.

More specifically, it shows where our activities have had the greatest impact over the past year in tackling the major health problems facing Scotland today.

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Cover story: Joe McLaughlin, seen here with granddaughter Sophia, is Chairman of the Dicky Tickers Heart Group in Glasgow. Together with members of other CHSS affiliated heart groups, Voices Scotland participants and CHSS staff, Joe gave evidence at the Public Audit Committee enquiry into cardiology services in Scotland.

One in every 10 people in Scotland is living with chest, heart or stroke illness right now.

The Year in Numbers

- Every day, 100,000 people in Scotland are struggling to breathe due to chronic chest illness
- Every 45 minutes, someone in Scotland will have a **heart** attack
- Every 45 minutes, someone in Scotland will have a stroke

During 2011-2012 we supported more than 14,000 people across Scotland, making a real difference to those affected by chest, heart and stroke conditions and their families.

- ✓ Our Advice Line Nurses responded to calls from more than 2,400 people
- ✓ Nearly 3,000 people belong to our affiliated patient-led chest, heart and stroke groups
- Our Chest and Heart Failure Befriending Services and newsletter reached out to more than 1,700 people
- Our Community Services supported more than 1,200 people who have had a stroke and their families
- Over **1,000** volunteers give us **123,000** hours each year the equivalent of 73 extra staff which was worth more than £1 million to the charity
- We distributed more than 179,000 information leaflets, plus information materials downloaded from our website
- Our Stroke Nurses and Therapists supported more than 3,100 people when they moved home from hospital after having a stroke
- ✓ We funded more than £606,000 of new medical research in Scotland
- Our web-based STARs Stroke Training programme and Stroke4Carers e-learning resource have nearly 165,000 users from 135 countries
- ✓ Nearly 200 people have participated in our Voices Scotland training, enabling them to influence local NHS services
- Our Welfare Programme distributed nearly 600 personal support grants
- ✓ Our specialist Benefits Advisors supported more than **1,200** clients and generated almost **£1,590,000** in additional statutory benefit income to which clients were entitled
- Our Stroke Training Co-ordinators trained more than 2,000 people
- ✓ **6,300** people "like" our Facebook page at www.facebook.com/CHSScotland
- www.twitter.com/CHSScotland now has **1,500** followers

CHSS sent warmest congratulations this year to our patron, Her Majesty the Queen, celebrating her Diamond Jubilee. Her Majesty, in turn, sent her good wishes to the charity.



Chairman's Report



This is my fifth and final annual report and, once more, it gives me great pleasure to comment on the continuing success of our organisation.

The current economic climate is imposing an ever increasing strain on

charitable bodies. We are very fortunate in Chest Heart & Stroke Scotland to have developed a wide range of activities to broaden our charitable base and expand our fundraising potential.

To me, one of the real success stories of the past five years has been the development of the STARs projects (Stroke Training and Awareness Resources) which have now extended to five different exercises. The fact that they are now a required qualification for all nurses involved in stroke care in Scotland underlines the importance of our involvement in this field. It is also very exciting to realise that these training programmes have attracted nearly 165,000 users from 135

countries, so that CHSS has a growing international reputation in stroke care worldwide.

During my time as chairman the charity has continually reviewed its responsibilities towards control and governance. In the past year we have completed an extensive review of our governance standards, procedures, and committee structure, together with a wide ranging risk management exercise, so that we are adequately equipped to face the future with confidence.

Our current position closely reflects the initiative and drive of our senior management team and the way they encourage and enlist the support of our great body of volunteers. The comprehensive programme of training offered to all our volunteers that has resulted in our receiving the prestigious "Investing in Volunteers" award on two occasions is a clear statement of the importance that the charity places on its volunteers and those who offer help and support.

I have now completed five years as Chairman of Council and shall be demitting office at the end of my term. It has been a source of great pride that I have had the privilege of watching the charity continue to prosper and expand. I wish everyone committed to the work of CHSS every success in the future.

Dr Gavin Boyd Chairman of Council Chest Heart & Stroke Scotland



Chief Executive's Report

In spite of the continuing difficulties in the wider economy, 2011-12 has been another successful year for CHSS. Our total income rose by 7.6% on a like-for-like basis over the previous year – a very creditable result, and significantly ahead of the average for UK charities. As always, we are extremely grateful to every one of our supporters for their continuing generosity. We used these resources with great care to support our priority aims of medical research, influencing public policy, advice and information, and services in the community.

Over the year, we were able to invest more than £600,000 in a range of research awards, smaller pilot studies and commissioned studies. We achieved reaccreditation from the Association of Medical Research Charities (AMRC), assuring our supporters that we operate to the highest standards of peer review in the selection of projects for funding.

Across the country we provide services to more than 14,000 people affected by chest, heart and stroke conditions. In spite of continuing restrictions on NHS and other statutory funding, we were able to maintain and expand our network of patient services.

Yvonne Shaw spent three months in hospital following a significant stroke and was able to return home to husband Niall with help from CHSS Stroke Nurses who sorted out everything from attendance allowance to rehabilitation classes. "It's not exactly the retirement we planned," she said, "but life is what you make of it and we have had fantastic support from everybody in the NHS and CHSS Fife teams."

Yvonne was invited to officially open the new Letham Ward Rehab Hub at Cameron Hospital in Fife.

The CHSS Advice Line has now handled more than 30,000 calls since its establishment. We continued to expand our range of patient information, with new and updated booklets, factsheets and DVDs.

The Cross-Party Parliamentary Group for Heart Disease and Stroke has been very active, with meetings in Holyrood every three months, bringing together patients, carers and clinicians with MSPs and Ministers to discuss current issues of concern. For the Scottish Parliamentary elections of May 2011, we distributed our 'Manifesto' to every candidate of the major parties, outlining our priorities in health over the next five years.

Our main campaign priority over the year has continued to be FAST, with the twin aims of raising public awareness of the signs and symptoms of stroke, and the need to seek specialist medical help urgently. Over the course of the year, we completed coverage in mainland Scotland. In January 2012, we cooperated with the Scottish Government to run a very successful FAST campaign in all of the 1,200 community pharmacies across Scotland.

Our income from all sources rose to a new record level of £7.2 million for the year to 31 March 2012. This represents an increase of just under £1 million from the previous year, even allowing for a one-off gain from the sale of the former Head Office in Edinburgh. As with most medical charities, legacies continue to be an important source of income for CHSS.

Our fundraising activities cover three main areas:

- Retail and trading charity shops and Christmas cards
- Supporter fundraising events and community support
- Individual giving appeals, donations and the Friends of CHSS scheme

All three areas recorded increases in income generated compared to last year – a significant achievement for all of the staff, volunteers and supporters involved.

Other significant achievements over the year:

- The continued expansion of the web-based STARs stroke training programme with the launch of **Stroke4carers**, providing support for informal carers, and work beginning on STARs5
- Completion of the second phase of the national programme of training in thrombolytic (clot-busting) therapy for stroke
- The launch of SCoT (stroke competency toolkit), a learning and development resource for all nursing staff involved in stroke care in Scotland
- In partnership with NHS Lothian, piloting an innovative telehealth approach to the provision of speech and language therapy after stroke, involving volunteer support
- The development of the Mutual MCN programme through Voices Scotland, and its recommendation to all NHS Boards by the Chief Executive of NHS Scotland



The 2012 Olympics and Paralympics were extraordinarily successful. CHSS Fundraising Manager (North) Paul Corrigan, seen here proudly carrying the Olympic Torch, was one of several CHSS figures involved in the events.

The charity is enormously grateful for the commitment and enthusiasm shown by volunteers to our services, charity shops and fundraising activities. Together with our dedicated and hardworking staff, Council and Committee members, partner agencies and supporters throughout the country, their contribution is vital to the continuing progress of Chest Heart & Stroke Scotland.



Dais Club

David Clark Chief Executive

A substantial fall in death rates in Scotland means that more people need help to live with the long-term problems of chest, heart and stroke conditions.

What we do

Right across the country, more than 14,000 people affected by chest, heart and stroke illness benefit from a whole range of support services provided by CHSS. In addition, campaigning initiatives result in greater understanding of the health issues and how to tackle them.

Medical Research



The competition for medical research funding has never been keener, making CHSS's substantial annual contribution all the more important. Support

is focused on issues particularly affecting the population of Scotland. Awards range from large-scale projects in major hospitals and universities to smaller scale but nonetheless vital work at local level.

Influencing Public Policy



CHSS takes on a wider role to campaign for greater awareness of health issues, pioneering innovative preventative initiatives, such as FAST,

and highlighting the specific needs of people – and their families – who have to deal with the realities of chest, heart and stroke illness.

Advice and Information



Each year, thousands of callers benefit from the confidential, professional advice and information provided by the trained nurses of the CHSS Advice Line. An extensive portfolio of additional information is distributed via leaflets, booklets, audio and DVDs. CHSS actively seeks to broaden its

reach to help as many people as possible whose lives have been affected by chest, heart and stroke illness and to create channels through which they can in turn influence local NHS services.

Support in the Community

The Volunteer Stroke Service (VSS) continues to expand its resources to provide communication support and practical help where it is most needed. The Community Support Network offers help and advice to voluntary groups. The CHSS Heart Failure Support Service is geared towards helping those who



have to cope with the social impact of heart failure. Rehabilitation and support is also offered to people with serious respiratory illnesses.

Stroke nurses help

bridge the gap for people leaving hospital and returning into the community, while specialist support is available for younger people.

Training for professionals, volunteers and carers continues to be a growing element of CHSS's resources, often harnessing the latest technology to ensure the highest standards.

Personal support grants and benefits advice are offered to many whose income has been restricted due to illness.

Working with Volunteers

As with many other charities, volunteers play an essential role in virtually everything we do – whether supporting stroke groups or people who have heart failure, helping in shops, or providing time and expertise in our administration, IT and fundraising





As an Investor in Volunteers, CHSS supports and trains volunteers to the highest standards. CHSS funds research studies in all of Scotland's university medical schools. Support and encouragement is also directed towards research activity outside the main centres. Our research is focused on the real needs of patients.



Medical Research

As Scotland's health charity, CHSS is committed to funding medical research that makes a tangible difference to the lives of people affected by chest, heart and stroke illness. With a total allocation of more than £606,000 in grants to university and hospital research teams in the past year, there can be little doubt of the scale of that commitment, even in times of severe financial restraint.

• One of several such CHSS-backed projects attracting international attention is the Edinburgh-based trial of artificial hibernation techniques as treatment for stroke. Dropping body temperature by as much as 2°C with cooling pads and cold intravenous fluids is known to reduce brain injury after cardiac arrests and birth injuries. The four-year trials will hopefully confirm that artificial hibernation will have the same effect after stroke. The project is led by Dr Malcolm Macleod, head of Experimental Neuroscience at Edinburgh University.

Case Study

People of South Asian ancestry have a higher risk of heart disease – quite why this should be is not fully understood. Dr Nazim Ghouri, of the Cardiovascular Research Centre at the University of Glasgow, is working towards an answer with the help of a CHSS Fellowship award of almost £90,000, made in 2009.

One way this study is exploring the issue is to measure thickening of arteries in the neck, a good indication of heart disease risk, and to relate the findings to a detailed examination of sugar control, fatness, fitness and physical activity levels.

Dr Ghouri is pictured above with a volunteer who had a number of images and video clips taken of his neck by means of an ultrasound scanner.

The information gathered through this study should help reduce the risk of diabetes and heart disease in this community.



A CHSS Research Fellowship provided a launch pad for Dr Richard Lyon's career. He has recently been working with the London air ambulance teams and was an emergency doctor for the London 2012 Olympics, using skills and knowledge which he will bring back to Scottish pre-hospital care in 2013.

- If blood vessels continue to function reasonably well in the event of heart attack or stroke, the chances of severe disability or even death may be reduced. A team at Edinburgh Royal Infirmary is currently investigating a new way to protect blood vessels from damage by manipulating the Heme Oxygenase (an essential enzyme) pathway, which laboratory studies have shown to be highly effective. If the study, the first of its kind to test this technique in humans, is effective, it will set the groundwork for major trials.
- The best ways to test stroke survivors left with dementia and other thinking and memory problems are being scrutinised by a Glasgow Royal Infirmary team. Effective management of these conditions can make a huge difference to patients' wellbeing, but there is as yet no consensus as to which tests are most likely to pave the way towards accurate diagnosis. By studying how certain tests work, the team is now collating all available information to allow them to compare different strategies and offer guidance for professionals working with stroke survivors.
- Less invasive techniques to diagnose heart disease are being investigated by a team based at the Queen's Medical Research Institute in Edinburgh.

Objectives

Our research objectives are:

- To continue to support high-quality research into the prevention, treatment and social impact of chest, heart and stroke illness, which demonstrates the potential to improve the quality of life of those affected
- To maintain our overall programme to at least its current level, and maintain its focus on research directly relevant to patient care
- To fund at least two 'action research' grants a year in areas of particular interest to CHSS as a service provider
- To maintain our programme of minor research grants and innovation awards

"At any one time, we have more than £1 million invested in medical research."

Current methods often involve the insertion of tubes into the heart vessels and even then the results are neither as exact nor as informative as they could be. The team is looking at a new, more accurate yet simpler test which can identify narrowings in blood vessels – and changes in blood flow to the heart – without having to insert tubes deep into the body.

 The options for rehabilitation after stroke are numerous and diverse enough to be somewhat bewildering for patients and their families. A project team at Glasgow Royal Infirmary is currently analysing existing research to assess the elements most likely to be useful in identifying, early in the process, promising treatments that should be tested in large definitive clinical trials. Not only should this reduce time and expense on research itself, it is hoped the study will produce worthwhile guidance in planning and running rehabilitation research in the future.

Case Study

Pushing the boundaries on improving the quality of post-stroke life – CHSS is supporting a team at the Western Infirmary, Glasgow, led by Dr Jesse Dawson, to create specially-designed robotic systems.

Its aim is to combat weakness and impairment of the upper limb – a common feature of post-stroke disability – by harnessing the latest robotics technology to enhance recovery of limb function and perhaps prevent weakness becoming chronic. Marysia Paterson (pictured below with her husband Robert) was an otherwise healthy 54-year-old who had a stroke which resulted in her left arm feeling out of control and disjointed. Invited to join the team's Robotic Arm Therapy research project, she attended three times a week as well as working with a physiotherapist. She also joined her local gym and participates in the Live Active Programme specially tailored for people who have had a stroke.

She said: "Everything you can do, you should do. I think the Robotic Arm Therapy has speeded up my recovery. It was good because you had to concentrate on the movements on the screen, as well as practise your hand-eye coordination."



By raising awareness of chest, heart and stroke illnesses, CHSS is committed to changing attitudes and lifestyles and reversing the heavy toll these conditions take on the population of Scotland.



Influencing public policy

Among our many roles, CHSS is increasingly seen as a campaigner with an agenda not only to raise awareness of the health issues under our remit but also to strive towards real change for the better.

One of our most successful initiatives is the FAST campaign, highlighting the need for urgency in dealing with stroke and outlining the key symptoms to watch out for — **F**acial weakness, **A**rm weakness, **S**peech problems, **T**ime to call 999.

During the year, the campaign reached out to more than 1,200 pharmacies across Scotland, with posters and information cards placed inside prescription bags for those receiving cardiovascular disease medication. Nicola Sturgeon MSP, who was Scottish Cabinet Secretary for Health and Wellbeing at the time of the pharmacy launch, gave her full backing to the campaign.

FAST even has its own app now, devised by a team of scientists at the University of Edinburgh and downloadable for iPhones and Android smartphones, with a simple test to help people identify symptoms when they occur. The FAST app was recently selected from thousands of others to be included in the first European Directory of Health Apps.









Following the 2011 Scottish Parliamentary elections, the Cross-Party Group for Heart Disease and Stroke was reconstituted. The Group provides a forum for discussion on prevention, care and treatment of heart disease and stroke between health professionals, people living with these conditions, carers, charities working in the field and MSPs.

Regular meetings of the Group, with a joint secretariat from CHSS and BHF Scotland, have proved constructive and informative, focusing on different issues such as AHP (Allied Health Professionals) and CAYA (Cardiac Assessment in Young Athletes), the screening programme funded by the Scottish Government.

The Group has also learned more about other innovations in screening for cardiovascular risk and future developments in Cardiac Rehabilitation.

Case Study

BRIAN'S STORY

Brian Green helped to launch the 2012 Cardiac Rehab Campaign, as CHSS and partner organisations have continued to press politicians to make access to cardiac rehabilitation a top priority, especially for people with heart failure.



A fit and healthy 50-year-old living in Tranent but originally from South Africa, Brian was nearing the end of a three-month holiday with his wife in his home country in 2010 when he suffered a cardiac arrest.

Under the supervision of specialist cardiac nurses Brian has gradually recovered strength and fitness and learned to pace himself. He has also benefited from attending cardiac rehab classes at Astley Ainslie Hospital in Edinburgh and has embarked on a diploma course in Health and Safety to retrain for a new career as he can no longer pursue his former role as maintenance manager of a large hotel group. As well as studying and working on improving his fitness Brian volunteers part-time as a driver for CHSS.

Objectives

Our policy-influencing objectives are:

- To lobby the Scottish Government to recognise the needs of people affected by chest, heart and stroke illness, including carers, and to work through the Cross-Party Group for Heart Disease and Stroke
- To argue for the highest achievable standards of NHS care in the prevention and treatment of chest, heart and stroke illness
- To maintain senior staff involvement in relevant managed clinical networks and facilitate patient involvement in them
- To participate in public education campaigns highlighting the risk factors of chest, heart and stroke illness

People coping with chest, heart or stroke illness have the right to be kept fully informed about their condition and have their voices heard. They should be able to play an active part in deciding how best to manage their treatment and rehabilitation.



Advice & Information

CHSS has established – and continues to develop – a network of advice and information sources, but at its heart lies the service provided by the Advice Line Nurses. In the past year, more than 2,400 callers benefited from the professional, confidential advice they received. A survey revealed feedback from users was extremely positive with all callers being helped in some way.

For almost two-thirds of callers, Advice Line Nurses enabled them to access the right sources of support. More than half said their call made a positive difference to the way they were feeling, and almost half increased their knowledge and understanding of a condition or were better informed as a result of their enquiry.

Advice Line Nurses also provide an air quality text alert service which is available to CHSS affiliated group members.

Objectives

Our advice and information objectives are:

- To maintain our status as an NHS information partner
- To review all patient information materials on a three-year cycle for content, accessibility and style
- To develop an additional range of information designed specifically to meet the needs of families of people with chest, heart and stroke illness
- To ensure continued re-accreditation of the CHSS Advice Line

"My concerns were answered in a wholly professional manner showing great compassion."



As part of the changing approach to home oxygen services by NHS Scotland, CHSS has produced two new factsheets: 'Understanding your oxygen therapy assessment' and 'How to manage your breathlessness'. The factsheets are designed to help patients understand why they have or have not been prescribed oxygen and provide them with tips and strategies to help them cope with feeling breathless. Other new information resources have also been developed with the Scottish Heart Failure Nurses Forum.



CHSS is helping Scottish ambulance crews to communicate with patients with a revised version of the CHSS Conversation Book. Created to assist communication with people who have difficulty speaking or reading due to aphasia, as a result of a stroke, the book was re-edited to cover a wider range of conditions, such as learning difficulties, hearing problems and dementia. The Scottish Ambulance Service contributed to the new content and copies have now been issued to every ambulance and patient transport vehicle in Scotland.

Twice as many people -8,910 in all - accessed the main CHSS website (chss.org.uk) in the past year using mobile devices compared with previous figures. It's a growing percentage of the total number of visitors, almost 115,000.

The CHSS website also has a new page focusing on the recently launched Scottish Stroke Allied Health Professional Forum whose aim is to promote the highest quality of rehabilitation for people after stroke.

Partnership



Many of our services – stroke nurses, heart failure support, stroke training – attract joint funding from the NHS. Service level agreements allow us to tailor these activities to complement and enhance local services.

One such activity was the release of a brand new DVD – "You Care, They Care, We Care" – produced to help stroke carers throughout Scotland become even better at what they do. The DVD contains a wealth of information on the whole range of tasks that carers of stroke patients are likely to have to perform at home. The production is a collaborative effort between CHSS Stroke4Carers and the NHS Fife Stroke Carers Network.

"My husband has aphasia so our life is one long game of charades – very frustrating for both of us. The conversation support book will hopefully be of great use to us. Thank you very, very much."

CHSS is strongly committed to user involvement, both in our own governance and service activities and by encouraging service users to participate in NHS activities.



Research shows that when people with long-term health conditions are shown how to manage their own symptoms, they have a better quality of life and less need for emergency treatment. That's why CHSS developed the COSMIC (Champions Of Self Management In Care) programme – with funding from the Scottish Government – which supports people in promoting Self Management across Scotland , through structured workshops and interactive training materials. COSMIC champion James Wildgoose (seen above playing the COSMIC board game with Nicola Cotter and Katy Aitken), said: "With self-management I have a better understanding of my condition and am able to cope with it in a more positive way."

User Participation

The running of our various services is no longer the preserve of the 'professionals'. We involve service users in planning activities within our services and have an active volunteer steering group to ensure we are fully aware of volunteers' views. Both volunteers and service users are formally represented on our governing body.

CHSS Voices Scotland, for example, provides training and support for people directly affected by chest, heart and stroke illness to participate in managed clinical networks and other NHS service planning and redesign groups.

The inclusion of minority ethnic groups has also been a priority with the CHSS LeadTraining

Coordinator giving presentations to the Minority Ethnic Health Inclusion Service and the Minority Ethnic Carers of Older People Project. The focus of the talks is mainly on risk factors.

Objectives

Our user participation objectives are:

- To further extend our Voices Scotland programme to include people affected by stroke and respiratory illness as well as heart disease
- To engage with representatives of ethnic minority communities to explore the need for stroke group support.
- To train people directly affected by aphasia to support the training of staff and volunteers



Case Study

The latest internet technology is being adapted to allow patients' blood pressure to be checked without them having to go to their doctor or arrange a home visit. Simon Longstaff, a fundraising volunteer who has been involved with CHSS since his stroke in 1999 at the age of 29, has been helping out with this project called Telescot.

Simon has been testing how easy it is for modern mobile technology to be used by patients who have either had a stroke or transient ischaemic attack (TIA). Patients take their own blood pressure readings, using a new kind of meter, and send them to a secure website so that

only they and their doctor or nurse can see the results. This allows medical staff to make accurate assessments without the two parties having to be in the same location. He is pictured here with Programme Manager Dr Lucy McLoughlan of the University of Edinburgh.

Dr McLoughlan said: "The design and the running of the stroke feasibility trial has been transformed by the Stroke User Panel which CHSS helped to set up and train. This has been a very exciting venture for the whole Telescot team, and we are very grateful to the panel members and CHSS for contributing in this way."

"The 'Voices' Programmes have ... established themselves as the 'gold standard' of patient and carer involvement and should in future form an integral part of all MCN development to support MCNs to improve local patient experience and help design and deliver truly person-centred services."

Derek Feeley, Chief Executive, NHS Scotland Sir Harry Burns, Chief Medical Officer for Scotland Our vision for Community Services is to empower people who have been affected by chest, heart and stroke illness by providing a range of services appropriate to their needs and personal goals – helping them to regain their confidence and independence.



CHSS staff, service users and supporters in Dumfries & Galloway joined forces to raise awareness and funds for the charity when they took part in the 5km Dumfries Run4Health.

Support in the Community

CHSS supports people throughout Scotland with a wide variety of patient-centred services.

The Volunteer Stroke Service (VSS) provides communication support, individually and in groups, to people affected by speech and language difficulties – aphasia – after stroke. CHSS staff also support a network of affiliated voluntary chest, heart and stroke groups.

Every year, our stroke nurses and therapists provide information, advice and support for more than 3,000 people who are discharged from hospital after stroke, and their carers. Special provision is made to meet the particular needs of young people affected by stroke.

Trained volunteer support is offered to people affected by heart failure and chronic obstructive pulmonary disease (COPD), particularly the most socially isolated. CHSS has also promoted pulmonary rehabilitation services in some of Scotland's most deprived areas.

Objectives

Our community support objectives are:

- To offer the fullest range of services in every area through working with local managed clinical networks (MCNs)
- To ensure our services are patient-centred and tailored to meet local needs
- To expand our use of information technology
- To develop specific service models to meet the needs of remote and rural areas
- To continue to support local affiliated groups through our Community Support Network



Pauline Holmes, a member of the first Lothian Core Conversation Group, explores the contents of a "Feely Bag" in a communication activity with volunteer Communication Partner Ragnhild Forren.

Community Services

It's ironic that in an age when technology has enhanced communications as never before, there are those for whom communication problems can mean isolation and frustration.

Now, however, technology is being used to break through the barriers and reduce that sense of isolation. An exciting pilot involving CHSS Community Services in Lothian is helping support volunteers to help patients access life-changing therapy remotely via the NHS web-based communication system.

Volunteers and patients received specialised training to make the most of the facilities which added value to their current speech and language therapy.

Another area of progress is the large-scale programme of amendments to CHSS information to ensure it is accessible to those with aphasia. Beyond the documents themselves, it is important to take time to go through the information with patients – and it's equally important that supporters are fully trained to make this service as effective as possible.

An outreach project CHSS is running with Greater Glasgow and Clyde Speech Therapists is helping its members make the best use of their remaining communication abilities, whatever their circumstances.

Many coming into the project start with honing

"The group helps me to feel confident and gives lots of time for me to speak, with people paying attention and wanting to hear what I have to say."



Bruce Dennett and volunteer Communication Partner Deirdre MacIntyre working together at the VSS Inverness Group.

their one-to-one communications skills. From that starting point, 87% of those involved have successfully moved on to the next stage of their rehabilitation journey by joining in group activities.

The positive impact of a one-to-one relationship between a support volunteer and a patient in a ward lies at the heart of a successful initiative in Fife. Teams of carefully recruited, fully trained volunteers have been making regular visits to hospitals in Dunfermline, Kirkcaldy and Leven. As Communication Partners, they support patients who are starting the process of reestablishing their confidence and ability to communicate again following a stroke.

The accessible, non-clinical, lay approach works well and complements the clinical input. Materials CHSS has produced for people with aphasia have also been put to good use within this project. The volunteers themselves, some of whom double up as volunteers within the VSS, have all found the challenge and variety of working in a ward setting very life affirming and motivating.

The project is going through a final evaluation and although the two-year Managed Clinical Network funding package is over, CHSS is continuing to develop this valuable initiative in-house.

Communication Training Team



Courses delivered by our Communication Training Team have been attracting record attendances this year. The training is designed to ensure that staff and volunteers are aware of the different communication problems caused by stroke. Volunteer Communication Partner Moira Sneddon, seen here working with Joan McGinn, a member of the Motherwell VSS group, said: "I feel more empowered in my role. It helps me better understand the difficulties the members have and gives me the confidence to try and work out what strategies are needed to support them in the groups."



Our VSS Perth group (below) has been a vital factor in Brian Raine's road to recovery following a stroke in 2011. "For me, the group means support, camaraderie, interesting and varied morning sessions, things to learn, laughter, humour. I have learnt how to relate to and empathise with people in the same situation as myself and this has given me a better understanding of my own situation."



Members of our Barlanark VSS group (left) enjoy an inclusive Velcro target board game which is accessible for players of all abilities and creates great conversation through having fun. In this picture Peter O'Neil gets the winning score as he hits the bullseye.



Following a communication activity focusing on local women's roles during World War I, members of the Dumfries VSS group visited the Devil's Porridge Exhibition, which tells the story of the greatest WWI munitions factory on earth, based at Gretna. Katie Maison and volunteer Joanne Campbell (pictured above) try their hand at mixing the porridge – the colloquial name for the cordite (explosives) which was manufactured at the factory.

Affiliated Groups

The number of groups and clubs affiliated to CHSS continues to grow. These groups provide ongoing support in the local community for those living with chest, heart and stroke illness, as well as their families and friends.

Run by volunteers, the groups are able to offer a wide range of activities and broaden the social life of their members.

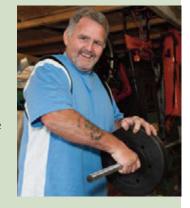
CHSS offers such groups a start-up grant, free liability and loss insurance, access to free CHSS resources, publications and information days, advice and support on fundraising and grant applications, and direct support from CHSS staff.

Groups also have the option to participate with CHSS in events and consultations.

Stroke Specialist Support Service

Through the Stroke Specialist Support Service, Stroke Nurses and Therapists provide individualised information, advice and support to people affected by stroke or transient ischaemic attack (TIA). The service is currently being evaluated to assess how well it is helping people make lifestyle changes that may reduce the risk of another stroke.

Jim Muir's life is taking on new dimensions thanks to a Lifestyle Management course presented by CHSS and NHS Lanarkshire – and help from Anne Armstrong, Young Stroke Support Worker in Lanarkshire. A stroke



following heart surgery left 5 l-year-old Jim with speech and language difficulties and right-sided weakness. The course inspired him to set up his own 'mini gym' in his garage at home where he works on his fitness and stamina.



This summer's Olympic spirit has spread far and wide, not least to the 162 members of the Healthy Hearts Club who gathered in Stirling for their very own OlymPeak Games.

Volleyball, badminton, cycling, swimming, table tennis, football and basketball were on the agenda for athletes aged from three to 83. In several cases, four generations of families joined in. There was even an Ultra Marathon in which around 50 members walked a mile together. The event was a true collaboration between the Healthy Hearts Club, NHS Forth Valley's Cardiac Rehabilitation Team, and the staff team at Peak-Active Stirling.

"From the start the nurses were supportive, helpful and informative and treated me with respect and kindness and I feel my confidence getting better every day."



Heart and Chest Support

Many people living with heart failure and chronic obstructive pulmonary disease (COPD) find it difficult to get out and about and are socially isolated.

The CHSS befriending network, part of our Heart Failure Support Service, gets round these restrictions by matching patients with trained volunteers, organising patient and carer forums, events and newsletters.

These community-based activities help patients and their families gain the confidence and knowledge needed to cope with these conditions, and gain access to local services and facilities.

Scotland has the highest incidence of undiagnosed COPD in Britain, so in order to make people aware of this debilitating chest condition our Respiratory Team organised a "Breathe and Achieve" event in the spring and a variety of activities for World COPD Day in November.

"I know how much he loves these visits and looks forward to them a lot."

Case Study

The benefits of befriending often work both ways, as is the case with Paula Hughes who, at 17, is one of the youngest volunteers in the CHSS Heart Failure Support Service's befriending network.

Following her training, Paula was matched with Duncan Schonewille who lives in a sheltered housing complex. Through Paula's Saturday morning visits, they have struck up a genuine friendship. If the weather is fine and Duncan feels up to it, they go for a wander in the garden and have a chat. Duncan is always keen to hear what's been happening in Paula's week – she was working in recruitment but has just started at university. Duncan, meanwhile, is able to tell Paula about his life, his exploits and how things have changed over the years.

Paula and Duncan (pictured above with HFSS Local Coordinator Alison Stewart) talk, laugh and even have a healthy moan together, but both reap the benefits of this rewarding match.

In addition to the matched volunteer service, the Heart Failure Support Service also holds regular forum meetings and produces its own newsletter.



Training

STARs (Stroke Training and Awareness Resources) has extended into such challenging areas as end of life care, pain management and service improvement.

It has proved an invaluable e-learning resource, freely accessible to those who need it and meeting the required NHS training standards. The recently-launched website (which STARs Project Leader Clare Adams is shown using below) has been a welcome addition to the STARs armoury, although it is not a stand-alone resource. It has been designed to complement and enhance the range of stroke training and educational opportunities available throughout Scotland.

E-learning for heart issues is also being developed along STARs lines. The Stroke Competency Toolkit (SCoT) is being adapted for different professional disciplines within the stroke community.



Pupils at Douglas Academy, Milngavie, found out about some of the problems experienced by people who have had a stroke in a training session led by Stroke Training Coordinator Gillian Currie.

Objectives

Our training objectives are:

- To maintain, and expand where possible, our local stroke training programmes
- To develop additional STARs (Stroke Training and Awareness Resources) packages for NHS staff, and to develop a version of STARs for family and informal carers
- To promote and disseminate the Stroke Competency Toolkit (SCoT) which is now available to staff working in stroke units across Scotland
- To explore the potential for developing respiratory training programmes
- To develop the contribution of volunteers through recruitment, training and support

"SCoT provides me with the key areas I need to address, keeps me focused and makes me reflect daily on my clinical practice."



Welfare

As local authority budgets grow ever tighter, CHSS personal support grants are more important than ever to those who rely on them.

Cuts elsewhere have resulted in personal support grants rising from 43 l last year to 589 this year, with total spend going up from £130,000 to £203,000 – taking the average grant up from £30 l to £344. Another factor in the rise in stroke-related awards is that more people now survive strokes.

The Welfare Benefits Advisors operating in Citizens Advice Bureaux in Lanarkshire and Fife, and the Glasgow Long Term Conditions Team, make a tangible difference through the work they do with people having to deal with chest, heart and stroke illness by helping them access benefits to which they are entitled. They supported more than 1,200 people and generated more than £1.5 million in benefits.

Objectives

Our welfare objectives are:

- To maintain our grants programme at its present level, with the aim of supporting people to live independently in their own home
- Working with others to develop at least one additional benefits advice service

Case Study



Florence's speech difficulty, the result of a stroke, was starting to impact on her independence. Writing is the only way she has to communicate but even this was becoming more

limited because of some of her older friends' poor eyesight. The acquisition of a Lightwriter, with a grant from the CHSS Welfare Fund, has enabled Florence to have full interaction with family and friends, all of whom can now see what she has to say. As it has a voice output mechanism, it even allows her to use the telephone.

"My sponsor telephoned me to let me know the wonderful news and to be honest, it is only now that I can say it is beginning to become real. Having my computer will give me so much independence, not least because I will be able to order my groceries whenever I want to do so." Our volunteers are really important to us. We greatly appreciate all their hard work and the contribution they have made to the charity's success – we couldn't do it without them.



Volunteering

The role of volunteers in bringing CHSS services to those who need them most has never been more important. The 123,000 hours volunteers delivered last year was worth more than £1 million to the charity.

Objectives

Our volunteering objectives are:

- To develop the contribution of volunteers through recruitment, training and support
- To include volunteers in the strategic direction of CHSS
- To adapt our volunteering programme to reflect the changing motivations of volunteers in the 21st century
- To ensure volunteers are competent and confident in their roles

Andy McMaster is a former group member who has moved on to full time work and still manages to find time to volunteer as a Communication Partner for our community stroke services; beside him are David Gribben and Ian Fowler who are both members of the VSS Bathgate group.

Recent years have seen sometimes radical shifts in the reasons why people want to become volunteers.

Taking a proactive approach to manage these changes, CHSS has developed new volunteer intern placements to allow recent graduates to gain vital core technical and organisational skills. Three 12-week placements

have already proved successful in Fundraising, Marketing and Retail.

In partnership with John Lewis Aberdeen, through their employee assisted volunteering scheme, a new volunteer role has been developed to support the set-up of a new charity store in the Granite City.



An expanded training programme – now including workshops on Depression Awareness and Stroke Experience – helps volunteers gain confidence in their roles.

A volunteer value investment audit highlighted the real impact volunteering has on services. The audit has allowed CHSS to produce more meaningful management information on volunteers as well as plan volunteer recruitment on a strategic level and allocate support and training where it will be most effective.

Improving accountability, which in turn provides a more detailed picture of the economic impact of volunteers, helps attract external funding.

A newly formed 12-member steering group meets five times a year to ensure volunteers are included in determining the organisation's strategic direction.



As part of Volunteers' Week a group of CHSS volunteers visited the charity's recently-opened boutique in the Stockbridge area of Edinburgh. The visit coincided with a special display to mark the Diamond Jubilee of Her Majesty the Queen, Patron of CHSS.

"The satisfaction I get from my role as a volunteer is simple – if I can make someone's life enjoyable or more bearable then I'm doing something right."

Sandra's steady road to recovery in the six years since she had a stroke would have been so much harder without the help of CHSS volunteers. They play an essential role in virtually everything we do – supporting stroke groups or people with heart failure, helping in shops or providing time and expertise in administration, IT and fundraising. A former children's care specialist, Sandra was left with a number of problems after her stroke. She dictated her story to one of our volunteers:

I went to Ninewells Hospital in Dundee and then to the Brain Injury Rehab Unit at the Royal Victoria in Dundee, where I lived for nine months. I had help learning to speak, eat and walk. Towards the end of my stay, I progressed to having a separate bedroom designed to help prepare people for moving on.

I went home to a bungalow near my parents and sister and had a care package supporting me there. When I was referred to CHSS two years ago, I was very frightened to join the social/communication group. I would jump if someone talked to me and



couldn't stand noise and people talking. However, the group has encouraged me to move forward. It's good to be with other people in the same situation. It's a joy to come to the group and the time goes really quickly. It is also a joy to see other people moving forward and their speech and confidence getting better. Staff and volunteers are patient and give us time – gently coaxing our conversation and building confidence.

Coming to the group is a big event for me. It gives my family peace of mind to know that I am in a good place and to go home and remember what I did! I wouldn't miss it for the world.

All of our fundraising activities generated more income compared to last year, an outstanding achievement thanks to the hard work of staff and volunteers, coupled with the generosity of supporters.



Fundraising

Whilst the principal aim of fundraising is to raise the funds needed to deliver our services, two of our key objectives are to thank people for that support and demonstrate the impact it makes.

This was the prompt for the first ever official 'thank you' event for 250 supporters. They included cash donors, community fundraisers, corporate supporters and shop donors, some of whom have generously given more than £2,000 worth of goods.

With a brief to inspire and inform, Trustees and staff were able to explain to guests the charity's aims and activities in more detail.

Keynote speaker was Dr Richard Lyon, CHSS Research Fellow in 2009, who gave a compelling account of the life-saving work he had been doing with the Scottish Ambulance Service and of some of the people who, against the odds, are alive today as a result.

Father of two Steve Cully, pictured here with his children Hannah and Josh, died aged just 41 after suffering a heart attack in September last year. Since then his wife Rosie together with family, friends and supporters have raised over £30,000 for CHSS in his memory.

Steve was a keen sportsman and cyclist and a new one-day classic cycling event, the Tour de Lauder, was staged in April to remember him and raise funds for the charity.

It generated an amazing response and is set to become a regular feature in the Borders sporting calendar. And the total raised for the charity was boosted with the staging of a tribute rugby match organised by Steve's former colleagues at Lothian and Borders Police.

Rugby legends lined up for the Steve Cully Select at Fettes Police HQ in Edinburgh to take on a team of Lothian and Borders police officers in a fitting memorial to Steve who represented Ireland and played for a number of local teams as well as the British Police team.



Thrill seekers from Zenith Oilfield Technology in Inverurie raised a magnificent £3,500 for CHSS by taking part in our exhilarating white water rafting event over a six-mile stretch of the River Tay. Teams of 46 Scottish companies completed the challenge, raising a total of more than £55,000 for the charity.

A blossoming relationship with Lifescan Sciences in Inverness – sparked off by a CHSS thank you letter for corporate matched giving – resulted in funding for a new Heart Failure post in the Highlands.

Fundraisers work closely with service colleagues, for example in delivering health information on World COPD Day. Response to our direct mail appeal focusing on chest illness was high, demonstrating support for this important and much needed area of our work.

Objectives

Our fundraising objectives are:

- To demonstrate the impact of our charitable activities, so supporters can see how valuable their contribution is
- To listen to our supporters' views, offer a variety of ways in which they can help us, and thank them for their support
- To reflect the work and values of the charity through our fundraising activities
- To operate effectively and efficiently, benchmarking ourselves over time and against other comparable charities

Individual Giving

While a growing number of people leave gifts in their wills (legacies) to CHSS, they rarely tell us of their plans in advance. To encourage future gifts, new marketing materials were created and are already producing positive results. 'Make the end a new beginning' shows how a gift in a will can mean life for others.

People who set up Sapphire Tribute Funds already know the pain of losing a loved one to chest, heart or stroke illness. Through the Sapphire scheme, they create a lasting memorial and provide the means to help others.

Supporter fundraising

Support from all sectors of the community continues to grow and a website – www.chssi.org.uk/community – has been launched so that supporters and fundraisers now receive more direct attention from CHSS staff. The site is packed with ideas and information and shows how 'doing your own thing' can have such a positive impact on the lives and wellbeing of others.

Support from our broader on-line community is also on the increase, with the fast-moving social media scene now a key player in communications with supporters and potential participants in fundraising events.

The youngest walker on this year's Dee-Don Walkathon was almost certainly five-year-old Emma Lewis from Aberdeen. She raised the wonderful sum of £354.30 for CHSS.

Emma managed the five-mile walk in just under two hours – with a rest in the middle for a drink and a biscuit.

She said: "My grandma had a stroke which is when a blob stops the blood in your head. Now she sometimes needs help getting up or talking and she can't walk quick or far, but she makes me laugh and I love her. I want to do this walk to help the people who helped my grandma."

The Dee-Don is one of three annual Walkathons – the others are at the James Hamilton Heritage Park in East Kilbride and Loch Leven in Kinross – established to raise funds for CHSS.



One of our biggest fundraising events, the Forth Bridge Abseil, just got bigger. This year's May abseil, the first since the painting of the bridge was completed, was the best ever and many thanks are due to Network Rail for allowing continued access.

Continuing sponsorship from the families and friends of all who take part in our fundraising events – walks, runs, abseils and even the zany Dunbar Dippers who braved the bone-chilling North Sea on New Year's Day to raise £3,000 – is vitally important in allowing CHSS to provide and expand our services.

Trusts and Foundations

Income from Trusts and Foundations reached its target in 2011/12 thanks to a focused programme of research and applications. Some of our areas of work that benefited from generous Trust support included:

- Volunteer Support Services in Dundee, Tayside and Glenrothes
- Stroke Nurses in Glasgow and the Lothians
- Chronic Obstructive Pulmonary Disease (COPD)
 Outreach Service in the Highlands
- Development of Stroke Communication Support Booklets for the Scottish Ambulance Service
- Development of specially-designed materials for children who are coping with a parent's illness.

"My husband had a very serious stroke which left him unable to walk, talk, read or write, and wheelchair dependent. CHSS has been a real life saver for us both. We have received nothing but help, kindness and personal interest. My husband attends a stroke club every week and a stroke support volunteer visits our home every week — he looks forward to both."



Stepping out onto high ledges might not be everyone's idea of fun but the CHSS Forth Rail Bridge abseils – now something of a tradition at the iconic landmark – have changed all that.

Among the latest recruits to take that great big step is Aberdeenshire school teacher Sarah Mitchell who has already gone the extra mile for CHSS by going on sponsored treks in Croatia and Northern Spain.

As a result of taking part in the abseil this summer, Sarah has raised more than £1,100. The charity is particularly special to Sarah and her family because her daughter Kate (pictured above with Sarah) was born with a heart condition which requires lifelong treatment. All the more credit to Sarah for tackling this now hugely popular event as she doesn't have much of a head for heights.

Case Studies



Pat Toner was a former international boxing coach whose stroke at the age of 67 left him with speech problems and impaired mobility. His fitness was in his favour though, and it has also been a factor in his optimistic approach and his determination to overcome whatever obstacles come his way. Having left hospital in a wheelchair, he has fought his way back to walking and even coaching again.

CHSS Stroke Nurses in Lothian supported Pat and referred him to the VSS Bathgate Group where the core communication activities have been a great benefit. Pat also regularly attends the West Lothian College gym where the exercise programme has helped a lot. His friends at Fauldhouse Amateur Boxing Club signed up for the CHSS Roadblock Run to raise awareness and funds for CHSS.

"The CHSS Roadblock Run is all about overcoming obstacles so it seemed like the perfect way to say thanks to this fantastic charity for all the help it has given Pat and others like him."



Our Active Expressions (AE) schools programme which last year involved more than 12,000 children – and raised £30,000 for CHSS – is set to reach even more pupils with the release of a new Youth Information Film.

This thought-provoking film was made with the assistance of children and adults living with chest, heart and stroke illness who give moving accounts of their experiences to help children understand the impact of these conditions.

The cardiovascular-based activities in the AE programme are fun and challenging and reinforce key messages about health, diet and exercise whilst providing a positive and entertaining experience for school pupils of all ages and abilities.



Latest in CHSS's growing chain of retail outlets to open their doors are Banchory, Cults (pictured), Melrose and Edinburgh's fashionable Stockbridge, with Ballater and Linlithgow to follow soon.

Plans to have 50 CHSS shops trading by 2016 - and delivering £1 million net income every year - are well on track. In order to maximise sales, shops are being tailored to suit each local customer base.

The newest shops are so stylish that some customers even ask for items in other sizes, thinking they are in a boutique. This trend allows the shops to get high prices – £250 for a single item in one case – for quality donations.

New 'value-led' shops, such as those in Dumfries and Kirkcaldy are growing in popularity and more will be converted to this model where the market is right.

Everything which is donated to us is used. We aim to achieve the best price for all donated goods, but even clothes which we can't sell in the shops can be sold for rag. In a fiercely competitive market, the sale of rag saw an increase of 17% to £134,500.

> SIGNED UP TO THE CODE OF CHARITY RETAILING charityretail.org.uk

Our shops have also focused on promoting the Gift Aid scheme. In one week in Cults, for instance. £2.000 of sales were eligible for Gift Aid, bringing in an extra £500. Over the year throughout the chain, Gift Aid income increased by 33%

to £92,000.

All of the shops had an excellent Christmas, with card sales nearly doubled. On-line sales soared from just £100 to £3,500.

With such a strong high street presence, the retail chain also serves, quite literally, as a shop window for broader campaigns. A joint effort with the Advice Line team featured speech-bubble quotes in the windows from Advice Line customers. By raising awareness of the Advice Line's activities, it showed shop customers and passers-by the impact their contributions make to the effectiveness of the range of services CHSS provides to the Scottish population.

2012 Christmas

ollection

Finance

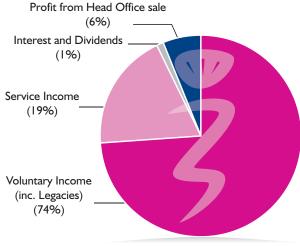
During the year to 31st March 2012, the Charity made an overall surplus of just over £326,000. This included a one-off receipt of £450,000, representing the net profit from the sale of the former Head Office in Edinburgh. In our Income and Expenditure account, we made a deficit of £124,000, representing 1.8% of income. This was in turn offset by gains on investments during the year of £169,000.

Income

Excluding the sale of our former Head Office, total income for the year was £7.2 million, 3% higher than budget and 7.6% above last year. Legacies, our single biggest source of income, totalled £3 million this year, 22% over budget and 39% of our total income.

The charity's shops were affected by difficult trading conditions, but still ended the year 12% ahead of last year. We now have 24 charity shops across Scotland. Opening new shops in Edinburgh, Melrose and Banchory meant that while the full start-up costs were incurred, income was received for less than the full 12 months. Claiming Gift Aid on donated goods has been very successful, bringing in £92,000 of income for the year. Support from Trusts and companies was very

Income 2012



encouraging, being 62% ahead of budget, while income from Events, although below target, was still 5% ahead of last year despite this being a difficult year in the events market. Income from Individual Giving, although up on last year, was less than budgeted, reflecting the impact of continuing economic recession.

All Service Grants budgeted for were received. This reflects the continuing value placed on the charity's services by the National Health Service and the Scottish Government, even in times of severe financial constraint.

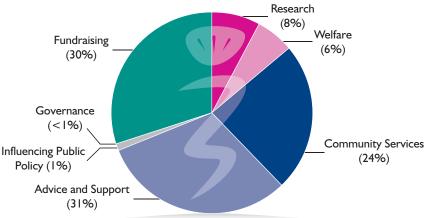
Expenditure

Total expenditure for the year was £7.4 million. Salaries overall were on budget. Total salaries are now over £4 million, and represent 56% of our expenditure.

Research expenditure was under budget, mainly due to the non-acceptance of the offer of a Research Fellowship. The resulting underspend was re-allocated to Welfare, funding an increase in the Personal Support Grants budget, and another year's funding for the three Benefits Advisor posts.

Three other areas incurred significant overspends. In Community Services, expenses were ahead of budget, reflecting additional services provided for local groups, and general increases in, for example, volunteer travel expenses. Advice & Support costs include a one-off cost of £45,000 for STARs5, brought forward from 2012-13, and a substantial increase in publications. Office expenses include additional IT and telephony costs associated with the office move, as well as dilapidations costs for former leased offices in Edinburgh, and repairs costs to our Glasgow office, which totalled £30,000.

Expenditure 2012



Balance Sheet

Our investment portfolio has increased over the year with unrealised gains of £164,000, and realised gains of £5,000. Our investment holding stands at around £3.6 million at current market value, while our cash holding is also around £3.5 million. The receipts from the sale of our former Head Office are being retained in cash. The Committee is currently reviewing our investment policy.

We are within the parameters of our Reserves Policy, which is to hold 9-12 months' of annual operating expenditure in unrestricted reserves, having just over nine months of budgeted expenditure.

T.C. Crombie Chairman of Finance and Audit Committee lune 2012

Thomas K Crombie

Case Study

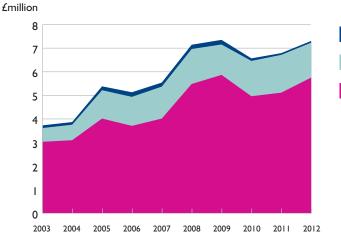
Agnes McAuslan was in her early 70s when she had her first heart attack. This talented craftswoman loved shopping and grew increasingly frustrated as the



effects of heart failure reduced her mobility. Then she heard about the Heart Failure Support Service patient and carer forum events in Lanarkshire which she attended with the help of her friend Angela who remembers: "Going to the meetings was one of her few outings, and she really enjoyed the company of a group of people who supported each other as they all had the same problems." Our picture shows HFSS volunteer Irene MacKenzie on one of her regular visits to Agnes.

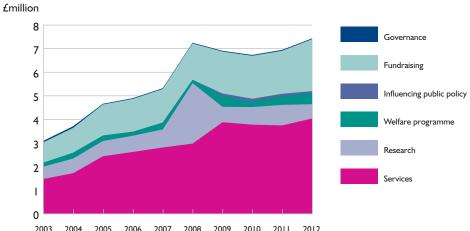
Sadly, Agnes died following a third heart attack just before her 81st birthday, but her memory lives on in a very generous gift to CHSS in her will of £55,000, which will support the HFSS and fund research into heart illness.

Income 2003-2012





Expenditure 2003-2012



Patron: Her Majesty the Queen President: HRH The Duke of Kent

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Vice-Chairmen of Council: Mr Tom Crombie MA • Dr Roger G. Smith MBChB FRCPEd FRCPGlas FRCPLon

Chief Executive: David Clark MA (Hons)

Council and Committee Members as at March 31, 2012

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Mr. Tom Crombie MA (Vice-Chairman)

Dr. Roger G. Smith MBChB FRCPEd FRCPGlas

FRCPLon (Vice-Chairman)

Ms. Gill Alexander MCSP GradDipPhys

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Mr. Charlie Chung MSc (from May 2011)

Mr. Brian R. Denholm

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DObstRCOG DOccMed

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Dr. Keith Weston BSc DIC PhD

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FRCPLon (Chairman of Committee)
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Dr. Alan G. Begg MBChB FRCPE FRCGP DA

DCH DRCOG (from May 2011)

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Dr. Keith Weston BSc DIC PhD

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FMedSci FESC FACC

Professor Graham Devereux MA MD PhD

FRCPEdin (from December 2011)

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Professor Allan Struthers BSc MD FRCP FESC FRSE FMedSci

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Mrs. Anne Fraser BSc

Mrs. Elaine Hardie MA

Mrs. Di Harris SROT

Mrs. Joan Kerr MA(Hons) LL.B

Dr Linda Ingham MA MB BChir (from July 2011)

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(Public Relations)

Linda Morrow MSc BSc PGCert RGN RM

Dip DN (Community Services)

Margaret Somerville BA (Hons) BSc PGCert RGN DN (Advice and Support)

We would like to thank all Council and Committee Members for giving their support and expertise so generously.

Photography by Chris Watt, Brian Sherman, Kevin Meechan, Chris Macnamee, Ian Rhind, Craig Richardson, Flashmunki Photography, David Wardle, The Press Association, John Lewis Partnership, NHS Fife, Daily Record, Evening News, East Fife Mail.

Thank you to everybody who supported CHSS over the past year. With your help we supported more than 14,000 people across Scotland, making a real difference to those affected by chest, heart and stroke conditions and their families.

Here are just some of the ways you can help us reach out to more people in the year ahead:

Become a volunteer

- Volunteers play a vital role in our activities, whether supporting stroke groups, helping in our shops, or providing time and expertise in our administration, IT and fundraising departments.
- As an Investor in Volunteers, CHSS supports and trains volunteers to the highest standards. No matter how much – or how little – time you can offer, we will give you a great volunteering experience and the satisfaction of helping your community.

Make a donation

- 3 Anything you can afford from one-off gifts to signing up for a monthly or quarterly direct debit – enables us to reach out on your behalf to those whose lives have been affected by chest, heart or stroke illness.
- And with the addition of "Gift Aid" your donation is increased by 25% at no cost to you.

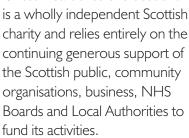
Gifts in Wills and Tribute Funds

- Leaving a gift in your will is a very special way of helping others, once you have looked after your family. Make the end a new beginning – even a small gift helps.
- Reflect and remember. Set up a Sapphire Tribute Fund in memory of a loved one.

Become a supporter

- Join one of our events or do your own thing. We can help by providing sponsorship materials and all the do's and don'ts for creating your own fundraising event, involving friends, family and colleagues.
- Support our shops with much-needed stock, and sign up as a "Gift Aid" shops donor to increase the value of your gifts.
- Help us spread the word by being part of our online community on Facebook and Twitter; or just by buying and sending CHSS Christmas cards to your friends!

Chest Heart & Stroke Scotland













Chest
Heart &
Stroke
Scotland

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5 Mealmarket Close Inverness IVI 1HT Telephone: (01463) 713 433

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