

Thames hospice

Thank you for taking the time to read this summary of the Thames Hospice Board of Trustees Meeting. Our meeting took place from 2.30 – 6.15pm on 6th December 2018 at Pine Lodge, Windsor.

The Thames Hospice Trustee attendees at the meeting were myself, Jonathan Jones (Chair of Trustees), Jacinta Ashworth, Ken Coppock, Andy Ka, Judith Kinder, Bruce Montgomery, Steve Moore, Margaret Neal and Lesley Rudd. One trustee, Chris Aitken, could not attend.

Also in attendance from Thames Hospice staff were Ruth Bartholomew (Finance Director), Juliana Luxton (Head of Governance and Quality - who took the minutes), and Debbie Raven (Chief Executive). Sarah Bissell (Director of Fundraising and Marketing) attended the meeting as a guest.

We began our meeting with a presentation given by Dr Gurpreet Gupta, '*Where Professionalism Meets Prejudice*'. Gurpreet had explored the true prevalence of racism/xenophobia experienced by Thames Hospice staff, and she presented her findings. She had circulated a questionnaire to the inpatient staff, and the results showed that 18% of survey respondents had experienced direct racism. We discussed Gurpreet's findings, and noted that although our staff were often shocked or offended by what was said; their first thoughts were often about the vulnerability of the patients due their illness/situations.

It was a great piece of work, which we had found shocking to hear, especially in the Hospice environment. The Board universally supported the project and the important work to improve things and help staff. Debbie Raven advised that the Hospice will always work to address any issues and deal with incidents on the day, and training is in place for staff, with a formal review of Hospice policy. She noted that, ongoing, there will be an annual forum for staff on the subject of racism. We Trustees asked that the position is reviewed and reported back to us in 12 months.

I then presented my first Chairman's Report. As part of that we review minutes and items from all board committees in a 'Consent Agenda'. Having reviewed these items the Board agreed them. This was my first meeting as Chair of Trustees, having taken over as Chair from Martin Jervis after the September Board meeting. I used the opportunity to present my view of the Board's responsibility and then to work with my fellow Trustees on the agenda for future meetings. In my Chair's report I said that I am always conscious just how much goes on across the charity. I picked out just a few areas to highlight. I commended the contribution and hard work of all our staff and volunteers even if they sometimes do not get a special mention! New initiatives continue such as the 111 pilot, which has further potential to reduce hospital admission and to contribute to the health economies of now three counties - I am looking forward to seeing the final data next year. Fundraising

performance has excelled, particularly Individual Giving, and it is marvellous to see the lottery players stacking up. And, whilst the charity retail sector struggles somewhat our team continues to expand and to post sustained results. Good work all round!

In her report to us, Debbie celebrated the successes of the Hospice in Q2 of 2018/19. She said that we are in a strong position at the half point of the year and she was pleased to report that all teams have plans in place to improve further. It is evident that we are transitioning not only in terms of our wonderful new hospice but also in service development and delivery.

We have certain items that are 'standing agenda' items which we discuss at length at every Board meeting.

- We reviewed Fundraising Governance.
- We reviewed the Q2 Finance report from Ruth Bartholomew, the Finance Director.
- Debbie took us through the Hospice Operating Plan (covering July - September 2018). The various Board Committees had already discussed the Operating Plan at length at their November 2018 meetings.
- We reviewed the Board Assurance Framework (BAF), which addresses the risks faced by the Hospice.
- We discussed the Thames Hospice lottery and our lottery canvassing programme. We were pleased to see that lots of people are still signing up as players. It is really worth playing the Thames Hospice lottery - two Trustees said that they had won prizes in Quarter 2!
- We spent some time discussing PT5. I was able to announce to my fellow Trustees that I had signed the Contract for the build only earlier that morning. We hope to start the actual building work in January/February 2019.

There were two items at this Board meeting for us to agree:

- The Annual Responsible Officer report.
- The Terms of Reference for the HR committee.

We noted that the actions from the Board meeting in September 2018 had been completed, and we monitored the progress made against actions we committed to at the Board meeting a year ago. As usual, all these actions and decisions were completed - or were longer-term strategic decisions that the Hospice continues to monitor and progress.

I hope this is a useful update – please do let me have any feedback good or bad!

Jonathan Jones, Chair of Thames Hospice Trustees