

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 – 6.00pm on 15th March 2018 at Pine Lodge, Windsor.

The Thames Hospice Trustee attendees at the meeting were myself, Martin Jervis (I am Chair of Trustees), Chris Aitken, Jacinta Ashworth, Stephen Avery, Bob Dwyer, Andy Ka, Judith Kinder, Steve Moore, Margaret Neal, and Lesley Rudd. The other trustees, Ken Coppock, Bruce Montgomery, Jonathan Jones and Craig Linton could not attend due to prior commitments.

Also in attendance from Thames Hospice staff were Juliana Luxton (Head of Governance and Quality - who took the minutes), and Debbie Raven (Chief Executive). Kirsty Bush and Rosemary Webb from the Rapid Response Team attended our meeting to give a patient presentation, 'The Rapid Response Team'.

The patient presentation was given so that we could hear about the Hospice's Rapid Response service. The presentation covered the Rapid Response service since its launch in May 2017. The Rapid Response service was commissioned from Thames Hospice by the CCGs to provide 24/7, 365 days a year service to support palliative and End of Life patients and their loved ones in East Berkshire area.

During the presentation Rosemary highlighted the patient-focus of the nursing team members. Kirsty also told us how the team's work helps to prevent hospital admissions. The presentation illustrated that the number of visits made by the team has been steadily increasing, and concluded with examples of some of the very positive accolades that have been received about the team and its impact on patients and families.

We asked about the pressures on the team. Rosemary observed that awareness of the service is increasing, and that she felt demand would escalate, and Debbie Raven agreed with this assessment. Rosemary advised us that already the team can be extremely busy, but that the number of calls to the team is never predictable. We also noted that, when not busy, the Rapid Response team members support the IPU nursing team.

Debbie also told the meeting about her recent evening working with the Rapid Response team, noting that at least one of the people she saw that day would have attended A&E had it not been for the Rapid Response team visit. Current data collected indicates a reduction in A&E admissions in some areas due to our RR team.

We asked whether an NHS commissioned service affects fundraising for our new building. Debbie reassured us that it does not, and commented that many donors find the commissioned element of the Hospice's service provision reassuring as this supports the Hospice's overall offer and sustainability.

On behalf of all of us, Margaret Neal thanked Rosemary for the marvellous legacy that she leaves the Hospice with the Rapid Response team. We wished Kirsty the best of luck in taking over from Rosemary and commended them both on their presentation.

Next I presented my Chairman's Report and then Debbie presented her CEO's Report. As part of my report, we review minutes and items from all the board committees in a 'Consent Agenda', and having reviewed all these items the Board agreed them.

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

- We reviewed Fundraising Governance.
- We received and reviewed a report from Ruth Bartholomew, the Finance Director.
- Debbie took us through the results against the third quarter of the Hospice Operating Plan (covering October - December 2017). The Board Committees had already discussed the Operating Plan at length at their January/February 2018 meetings.
- We reviewed the Board Assurance Framework (BAF), which had been updated by the Hospice Senior Management Team to illustrate the current risks faced by the Hospice.
- We always discuss the Lottery but, on the occasion, reviewed a special paper documenting progress since we launched it – and agreed it forms a key and predictable part of our future revenues.

At this meeting we also agreed the 2018 – 2019 Budget and the Operating Plan for 2018 – 2019; both of which had already been reviewed and agreed by the board committees. We also noted that Jonathan Jones will take over as Chair of Trustees from September 2018. We always review progress of PT5 - our project to move to a new larger Hospice on a site near Bray Lake - and we were pleased to learn that the design has now been finalised. Hospice staff had seen the final plans at a workshop that took place before our meeting.

We also specifically discussed Safeguarding at the Hospice. As you may know, issues around bullying of staff and the safeguarding of younger volunteers have been prominent in the news recently. We reviewed a report that we had commissioned on Safeguarding at Thames Hospice, and we are confident in the measures that the Hospice has put in place.

We noted that the actions from the Board meeting in December 2017 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 progress.

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

Martin Jervis

Chair of Thames Hospice Trustees