

# 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 30<sup>th</sup> May 2019 at Pine Lodge, Windsor.

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

**Also in attendance from Thames Hospice staff** were Ruth Bartholomew (Finance Director), Denise Nandan (PA to CEO), Debbie Raven (Chief Executive) and Juliana Luxton (Head of Governance and Quality), who took the meeting minutes.

We began our meeting with a presentation given by Jacque Batchford, the Director of Patient and Family Services, and David Boyce, the Team Leader for the Day Therapy Service. This presentation brought home to all of us the excellent work of the DTU, and we noted the improved outcomes for patients who attend the service. We also spent some time reviewing the DTU service.

As usual our meeting reflected the requirements of governance at Thames Hospice. After my Chair's report we reviewed the CEO's quarterly report. Debbie Raven celebrated the Hospice's progress in Quarter 4 of 2018 - 2019 against our four strategic aims, and she followed with a summary of key areas of interest to the Board. Debbie highlighted that overall patient occupancy in our In Patient Unit was 85% in 2018 – 2019, even though patient dependency and the complexity of care for those patients had increased. She also noted that the results for our In Patient Unit from the Famcare patient experience survey, were really good, and had even improved upon last year's findings. Debbie also specially commended the work on the EMIS project deployment. EMIS is the Hospice's new clinical information system, which went live on 1<sup>st</sup> April 2019. We were very impressed that the implementation was achieved to time and to budget.

Debbie drew our attention to the progress with our new build project. We all agreed that we were delighted with the progress of the build project to date. Debbie reminded us that the progress of the build can be followed on the weekly blogs on our website. Debbie also acknowledged the ongoing work on our Capital Appeal, which is in place to raise funds for the new building. The Capital Appeal has gone well to date, and we noted that from 30th May it would be 100 days until the launch of the public part of the Capital Appeal.

Debbie also commended the overall results from our income generation teams; Retail and Fundraising. Both teams had shown very positive results in 2018 – 2019. We Trustees noted the excellent comparative figures for Thames Hospice shops against other Charity shops; the numbers are very impressive. We were also reminded of the positive comments that the shops receive from our customers.

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

- We reviewed Fundraising Governance.
- We carefully reviewed a Finance Report from Ruth Bartholomew, the Finance Director.
- Debbie took us through the Hospice Operating Plan (covering January to March 2019). The various Board Committees had already discussed the Operating Plan at length at their May 2019 meetings.
- We reviewed the Board Assurance Framework (BAF), which addresses the risks faced by the Hospice, and the mitigations and the controls that we put in place to manage them.

The final item for this meeting was an update from each of the Chairs of the Board Committees (Patient Care and Quality, Finance and Investment, Income Generation and Marketing, Capital Appeal, HR and PT5). Each committee Chair gave us an update on the work of the committees and the items that had been covered at the meetings that were held in May 2019.

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

**Jonathan Jones**  
**Chair of Thames Hospice Trustees**