

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 20th September 2018 at Pine Lodge, Windsor.

The Thames Hospice Trustee attendees at the meeting were myself, Martin Jervis (as Chair of Trustees), Chris Aitken, Ken Coppock, Bob Dwyer, Jonathan Jones, Andy Ka, Judith Kinder, Bruce Montgomery, Steve Moore, Margaret Neal and Lesley Rudd. One trustee, Jacinta Ashworth, 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). Jacquie Batchford (Director of Patient and Family Services) attended the meeting as a guest.

Both Bob Dwyer and I retired as trustees at this meeting, having reached the end of a second 4-year term as a trustee, and prior to the normal Board business we were surprised by a very grand presentation attended by many people – staff and volunteers, old and new. A wonderful cake was made by the Hospice kitchen team, and Bob and I were both very touched and humbled by the speeches and by the lovely singing from the Thames Hospice Choir.

We began our meeting, as usual, with a patient presentation so we could hear about aspects of the Hospice's patient care. We learn best from stories about patients and their loved ones and I'm very sad this was the last story I shall hear. This time Dr Sophie Price and Sue Skelton from the Hospice's Community Team described the amazing care given that had enabled a patient to die at home as they had wished. This summary cannot do justice to the extraordinary work the team did supporting the patient and their family, but we Trustees were moved and impressed by the way in which the case illustrated the joined up working across the palliative care Community Nurse Specialist team, together with colleagues from Complimentary Therapy, Occupational Therapists, the patient's GP, Senior Health Care Assistants, District Nurses, the Thames Hospice Rapid Response Team and the Community Consultant.

Jonathan Jones, who takes over as Chair of Trustees after this meeting, and was until recently Chair of our Patient Care and Quality Committee (PCQC), said that PCQC had watched the development of the Community team and the associated improvements in patient care that have resulted. He noted that the presentation illustrated both the success

of the team and the benefits of the Thames Hospice Community Nursing offer for patients. To finish this section of the meeting Jacquie Batchford read out a letter of thanks received on the morning of the Board meeting. The letter thanked the Hospice for the work of the Community team, and the writer said, *'Things would have been impossible without them'*.

I then presented my 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.

In her report to us, Debbie highlighted the successes of the Hospice in Q1 of 2018/19, noting it had been a successful first quarter of the year across all Hospice areas and that there had been good progress with PT5 – our project to build a new 28 bed Hospice at Bray Lake.

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

- We reviewed Fundraising Governance.
- We reviewed a splendid Finance Report from Ruth Bartholomew, the Finance Director.
- Debbie took us through the results against the first quarter of the Hospice Operating Plan (covering April - June 2018). The various Board Committees had already discussed the Operating Plan at length at their August 2018 meetings.
- We reviewed the Board Assurance Framework (BAF), which had been updated by the Hospice Senior Management Team to illustrate and address the risks faced by the Hospice.
- We discussed the Thames Hospice lottery and our lottery canvassing programme. Lots of people are signing up as players, which is excellent news for the Hospice!
- We spent some time discussing PT5; with our designs now agreed the Hospice is working to select a contractor to build our new building. We also monitored progress of the numerous fundraising events to raise money for the project. Things are looking good!

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

- At the September Board meeting each year we review the Thames Hospice Annual Report and Accounts and the Letter of Representation for our Auditors. Ken Coppock, who is Chair of our Finance and Investment Committee, presented the Thames Hospice Annual Report and Accounts for 2017 – 2018 to us, and we unanimously authorised him to sign the Annual Report and the Letter of Representation. We commended the Annual Report, and thanked Ruth Bartholomew and the Finance team for their work on it. You can see the Annual Report for 2017 – 2018 on the Thames Hospice website.

- We agreed revised Terms of Reference for several of the Board committees.
- The Income Generation and Marketing asked us to agree the following statement, which the Hospice will use when talking to donors about our care:
'We rely on our community to fund over 50% of our care'.

We noted that the actions from the Board meeting in June 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.

As I step down as Chair of Trustees I know I leave the Hospice in great shape led by Debbie, the Senior Management Team and my (former) fellow Trustees. My thanks to them and to all of you. It's been a privilege. But no matter how good one's team, or an individual there are always improvement opportunities. It's an ethos I believe we have at the Hospice and I hope it's an ethos we maintain. As long as that's the case the Hospice will continue to flourish. Quality of life, to the end of life, for everyone.

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

Martin Jervis
(former) Chair of Thames Hospice Trustees