

# 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 – 6.30pm on 5<sup>th</sup> September 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, Ishfaq Is-haq, Andy Ka, Judith Kinder, Craig Linton, Bruce Montgomery, and Margaret Neal. Two trustees, Steve Moore and Lesley Rudd, could not attend.

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

We began our meeting by watching a new promotional film that was made for the Capital Appeal, '*Lisa's Story*'. The film specifically focused on Lisa, a patient who had used our services. The film was really nice, simple and approachable and her young family also featured. Debbie Raven also noted that more stories, including one from Ross Kemp, who visited on 4th September, were available.

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 1 of 2019 - 2020 against our four strategic aims, and she followed with a summary of key areas of interest to the Board. She noted a huge energy at the Hospice around the Public Phase launch of the Capital Appeal. Debbie told us that the Hospice is running at 86% occupancy. She commented that it had been a challenging quarter for Retail, but signs of improvement were already in place for Quarter 2. Debbie also noted that planning for the move to the new Hospice at Bray Lake was underway, and she felt very comfortable with progress.

We have certain items that are 'standing agenda' items that 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 April to June 2019). The various Board Committees had already discussed the Operating Plan at length at their August 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.

(By the way, on Tuesday 10<sup>th</sup> September we met up again to spend the afternoon reviewing the Hospice's Risk Register and to ensure that we have captured all the risks facing the Hospice.)

At this Board meeting we also received three annual reports: Once a year we review and sign off the Annual Report and Accounts, which we did for 2018 – 2019 at this meeting. We also received and reviewed the Annual Health and Safety Report and the Annual Accidents and Incidents Report.

At each Board meeting we receive a specific report on an aspect of our clinical care. This time the subject was an annual review of the In Patient Unit. We also listened to a verbal report from Bruce Montgomery on a Charities Digital Training Day that he had recently attended, and we reviewed the first Freedom to Speak Up Guardian (FTSUG) report. The NHS says that effective speaking up arrangements help to protect patients and improve the experience of workers. We want the Hospice to have an open culture where everyone feels safe and able to speak up about anything that gets in the way of delivering safe, high quality care or affects their experience in the workplace. This includes matters related to patient safety and the quality of our care. We welcomed speaking up, and the matters that speaking up highlighted as opportunities to learn and improve.

We also spent some time on our own 'housekeeping', looking at the structure of the Board and the roles of Trustees, and the Terms of Reference of the board committees. We have six board sub committees: PT5, Patient Care and Quality, Finance and Investment, HR, Nominations, and Income Generation and Marketing.

The final item for this meeting was an update from each of the Chairs of the Board Committees. Each committee Chair gave us an update on the work of the committees and the items covered at the meetings that were held in August 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**

PS: You can see the Lisa's Story, and many other films on our website and you will find the Annual Accounts there too.