

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 3.30pm – 6pm on 8 June 2017 at Pine Lodge, Windsor.

The Thames Hospice Trustee Attendees at the meeting were Martin Jervis (chair), Chris Aitken, Jacinta Ashworth, Ken Coppock, Bob Dwyer, Richard Goss, Jonathan Jones, Steve Moore and Margaret Neal.



Thames Hospice staff also in attendance were Ruth Bartholomew (Finance Director), Juliana Luxton (Head of Governance and Quality) and Debbie Raven (Chief Executive Officer).

Our Board meetings usually start with a presentation on patient care. This time we saw a presentation called *'In Her Shoes'* given by Thames Hospice Doctor, Dr Subada Mulmudi, the Head of our Community Nursing team, Sue Skelton (Michele Kiss's behalf), and Community Social Worker, Sonia Binge.

It was a presentation on the subject of the integration of Community Nursing and End-of-Life care at Thames Hospice from the perspective of a patient's relatives, and the impact the experience had on them. Initially nursed in the Community by the Community Palliative Care Team, the patient was admitted to Thames Hospice for End-of-Life care. The Patient died at the Hospice during last year, and we were told of the work with the patient and their family that took place over several months.

The presenters outlined to us how care was optimised for the patient, and how the whole Hospice and CNS clinical teams worked with the patient's young family. The presentation illustrated how liaison between Hospice staff and CNS team members proved invaluable. It also showed how relationships formed between the immediate family and staff helped make the difficult and emotional time easier for the patient and family. This case highlighted, but was not exclusive to, the benefits of integrated working between all members of the Multidisciplinary Team and particularly the Hospice and Community Palliative Care Team.

As usual, we were both moved and impressed with the demonstration of the fantastic support that the Hospice gives to patients and their families – and were struck once again that this extraordinary work is simply 'business as usual' on an everyday basis for our staff which, in itself, is extraordinary.

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

In her report, Debbie Raven highlighted a number of successes achieved in the last quarter of 2016 – 2017. Among other items, Debbie noted that:

- Two new services (Rapid Response and Lymphoedema) have mobilised at the Hospice. They both went live on time and successfully, and are now settling down.
- The Equality and Diversity Report highlighted that our ongoing work on this area has proved successful.
- The Retail Benchmarking report shows that TH sales are 58% higher than the average for charity shop sales.
- Nurse recruitment has been going very well of late.
- The Volunteers Tea, (held on 6th June) went really well, and was much enjoyed by all including our Ambassador, actress Anita Dobson.
- The Staff/SMT Roadshows went extremely well.
- Our commissioners from local CCGs will be attending our next Board meeting in September.
- The Hospice is already preparing for the new General Data Protection Regulations.

As usual, there were several items to review or agree:

- We agreed the Terms of reference for two new committees: PT5 New Build Committee and PT5 Capital Appeal Committee.
- We reviewed the position of the Hospice in terms of patient care, and noted that we compare very favourably against other hospices.
- We again spent time discussing the very important Thames Hospice Lottery and our lottery canvassing programme. This has not performed as we would have hoped so far, and it's a key part of our financial sustainability plan so efforts will be redoubled to sign up players – and the position formally reviewed at the end of the year.
- We reviewed Fundraising Governance (we do this at every meeting).
- We reviewed a report from Ruth Bartholomew, the Finance Director (we do this at every meeting as well).

Debbie took us through the results of the 2016 – 2017 Operating Plan. The Board Committees had already discussed both the current and the new Operating Plans at length at their May meetings. We then reviewed the Board Assurance Framework (BAF), which, as at every Board meeting, was updated to illustrate the current risks the Hospice faces.

We always review progress of PT5 – and just as we were discussing the progress with our Planning Application, Debbie received notification that our application will be heard on 18 July!

We noted that actions from our last meeting (in March 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 actions and decisions were completed - or the hospice will continue to progress the longer-term strategic decisions.

There was no other Any Other Business, and the meeting closed at 6pm.

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