

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 3.00pm – 6.30pm on 8th September 2016 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, and Craig Linton.

Also in attendance from Thames Hospice staff were Jacquie Batchford (Director of Patient and Family Services), Neil Harman (Director of Fundraising), Juliana Luxton (Head of Governance and Quality) (Minutes) and Debbie Raven (Chief Executive Officer).

Our Board meetings start with a presentation on patient care. This time we saw a presentation on diversity of the different patients that Thames Hospice has on the IPU. Three members of the IPU staff, Sam Pangborn, Anne Jones, and Rosemary Webb gave the presentation. It focused upon selected IPU patients who had presented diverse lifestyle requirements, which required our clinical team to be flexible and responsive to their individual needs.

We were, as ever, overawed by the care that Thames Hospice nurses and doctors give when facing some immensely challenging situations. Our nurses always make the best out of a situation, and the professionalism of the team and the support that they gave to each individual, their family and their friends is always impressive and moving. We also noted that learnings from each patient are taken on board for PT5 planning. Debbie Raven advised us that the new unit will help us to deal with patients who have more complex needs.

On the subject of the new hospice, by the time you read this, you will know about our exciting new land agreement. For a number of months now the Board has been monitoring the progress of the land negotiations, and we were very pleased to authorise signature of the option to buy eight acres of land at our meeting. We also looked at the latest designs for the buildings, and again we are confident that the plans will deliver a fabulous, state-of-the-art hospice that meets the needs of our patients and their loved ones, and will allow us to offer our services to an increased number of people. Of course, the new site and building will require us to raise extra funds, and the Board are also closely monitoring fundraising and finance impacts of the project. One of the areas the Board is focussing on is a Capital Appeal, and at this meeting we were able to agree the proposed governance structure for this appeal, which will commence shortly.

As at every meeting, I present my Chairman's report and Debbie Raven presents her CEO's report. Also as part of my report, the board reviewed the minutes and items from the board committees in a 'Consent Agenda'; and having reviewed all these items the Board agreed them.

Debbie took us through the first Operating Plan update for 2016 – 2017. The Committees had already discussed the Operating Plan in their August meetings.

As we also do at every meeting, we reviewed the Board Assurance Framework (BAF). The 'BAF' allows us to identify and manage the main risks to the delivery of the Hospice's strategic objectives. We also agreed proposals to update how the hospice monitors risks; these changes will feed into the BAF from our next meeting.

A major task at the Board meeting each September is to agree the Annual Report and Accounts. These are recommended to us, having been fully reviewed at the Finance Committee. We were happy to agree the Annual Report and Accounts, and were also very complimentary about the content and the look of this year's Annual Report – congratulations to the Finance Team! Also on the subject of finance, we received a clean audit report from our auditors, Saffery Champness, which was very good to read.

There were several items sent on for Board review from the Hospice Committees:

- We again spent some time discussing the Hospice's work with fellow community providers.
- We noted the CQC report that the hospice received in July. We were assessed as GOOD, and we discussed ways that the Hospice could learn from the report and implement innovations. We acknowledged the work of all our staff, and we hope to receive an even better report after the next visit. I noted how positive all staff seem about a systematic programme to be the best we can possibly be.
- We noted and agreed a paper on the impact for the hospice of the Government's fundraising key principles and guide to trustee's duties. These covered what charities and their trustees need to consider when fundraising from the public.
- We spent some time discussing a lottery update paper and our lottery canvassing programme.
- We ratified the Designated Body Statement of Compliance – this is the process of medical revalidation that regulates all doctors. Its aim is improving the quality of care provided to patients and improving patient safety. All four of the Thames Hospice doctors were externally appraised by Frimley Health NHS Foundation Trust and revalidated.
- We made our annual review of Terms of Reference from Committees.

As well as all this, two trustees noted that they had attended IPU walk-arounds at the hospice, and had found that they gave a valuable insight; and we re-elected three of our

trustees who had reached the end of their first terms of office: Chris Aitken, Ken Coppock and Steve Moore. All three of them wanted to stand again and were unanimously re-elected for a second four-year term of office.

We noted that actions from our June meeting had been completed. We reviewed the progress made against actions noted at the Board meeting a year ago in September 2015, and we were pleased that that all actions and decisions were completed - or were longer-term strategic decisions that are now underway.

Overall, we had a very broad agenda at this meeting. It may interest you to learn that the meeting papers were over an inch thick, and that the minutes from this meeting are over 15 pages in length. All the trustees want to thank the hospice Senior Management Team and Juliana Luxton in particular. We know that everyone takes a great deal of time and effort to prepare the papers for us beforehand and write the follow up papers afterwards – and that for all the hospice committees, not just for the Board meeting.

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

Martin Jervis

Chair of Thames Hospice Trustees