

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 – 7.00pm on 9th June 2016 at Pine Lodge, Windsor.

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

Also in attendance from Thames Hospice staff were: Ruth Bartholomew (Director of Finance), Jacquie Batchford (Director of Patient and Family Services), Jackie Geeson (HR Director), Juliana Luxton (Head of Governance and Quality) (Minutes), Debbie Raven (Chief Executive Officer) and Dr Cecily Wright (Medical Director).

Our Board meetings usually start with a presentation on patient care. At this meeting, however, we were fortunate to have a Guest speaker, Jonathan Ellis, the Director of Policy and Advocacy for Hospice UK. Jonathan gave us an interesting and informative strategic presentation on 'The Changing Context for Hospice Care'. The presentation covered the demographic context, the policy context and the drivers for change for hospices across the UK.

The formal part of the meeting started at 3.30pm. I presented my Chairman's report and Debbie Raven presented her CEO's report. 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 final Hospice Operating Plan update for 2015 – 2016. The Committees had already discussed the Q4 Operating Plan, and we agreed that the Operating Plan for 2015 – 2016 had supported some excellent progress at the Hospice.

Debbie also presented the new Operating Plan for 2016 – 2017. This new plan includes Objectives and Key Performance Indicators for teams across Thames Hospice and reflects an increased granularity of measurement against plans at the Hospice. Having reviewed and agreed the Operating Plan for 2016 – 2017 we were pleased to see how it builds upon the Thames Hospice Five Year Strategy that we had agreed at the March Board meeting. It's interesting to see how important the Lottery is, and will become to the Hospice.

As we do at every meeting, we reviewed the Board Assurance Framework. The 'BAF' allows us to identify and manage the main risks to the delivery of the Hospice's strategic objectives. Ruth Bartholomew then presented her Finance Director's Report and we noted that the results indicated that Management team at the Hospice had come in at a position that was above budget for 2015 - 2016

...we congratulate all the Hospice staff for this achievement.

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

- We spent some time discussing the Hospice's work with fellow community providers.
- We agreed our five-year Fundraising strategy; a document which has taken considerable care and review in preparation, and which we believe will set us well on the path for Fundraising efforts as we approach our expansion plans.
- We were also pleased to see the first report against our Fundraising governance metrics; these are our assurance that our fundraising activities and operations meet the highest standards.

When we reviewed the progress of the PT5 project, we were able to conclude that so far it is progressing well. It's still a little too early to finalise our thinking on this project, but we are working hard to specify the project and oversee the fundraising campaign, and we are currently considering both the location of the future hospice and its design.

We also reviewed the results of the Staff Survey for 2016, noting that overall the findings appeared to demonstrate positive progress when compared against the previous 2014 survey. We were also pleased to note that the Senior Management Team at the Hospice had already put in place a number of responses to the survey, including two working groups to address specific issues.

We received three very important Annual reports at this Board meeting: The Annual Health and Safety Report, the Annual Accidents and Incidents Report, and the Annual Complaints Report. We discussed all three reports at length, and we were happy with the detail of the reports and the overall position of the Hospice against these important requirements and standards.

Finally, we reviewed the progress made against actions noted at the Board meeting a year ago. I am again pleased to be able to report that all actions and decisions were completed - or were longer-term strategic decisions that are now underway. At this stage of the meeting, I always ask the Board to comment upon what worked and had not worked at the meeting. It had been a long meeting and a long day, especially as there had been an Education Session on Auditing, Risk and Investment that many of us trustees, and several of the senior staff, had attended in the morning. However, although we agreed that it had indeed been a long day, we noted that we had taken some important decisions around PT5.

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