



The Prince & Princess
of Wales Hospice



Photo by Martin Shields. Courtesy Herald & Times Group



ANNUAL REPORT 2010 / 2011



Building the future of

GLASGOW'S HOSPICE





Chairman's remarks

I am delighted to present the Hospice Annual Report for 2010-2011.

This has been a year of many challenges, much success and has seen the initiation of a major project to ensure that the Hospice and its services remain at the forefront of specialist palliative care.

For the second year in a row, the Hospice was graded by our regulator, The Scottish Commission for the Regulation of Care (Care Commission) with top marks of six over all five categories in all respects of Quality and Governance, including leadership and patient and public involvement. This is a fitting tribute to the hard work and commitment of staff and volunteers.

Over the last few months, a number of our dedicated team of medical practitioners have retired, among them Dr Sheila McGettrick who has led the team for over 20 years. We thank them all for their service and are delighted to welcome a new and highly skilled team who will help take the Hospice forward from now on.

We have had another sound financial year, establishing further reserves to sustain and develop the Hospice in the future. We continue to have an open and robust relationship with NHS Greater Glasgow and Clyde, whose funding provides a financial base for our services.

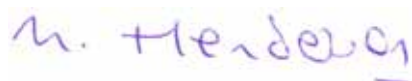
By far the most significant decision taken in the last year relates to the need to upgrade our premises. In addition to allowing us to continue to meet the highest standards of specialist palliative care, it will enable us to provide an appropriate facility for young adults in our area, a group for whom service provision has been made a priority by the Scottish Government.

Our present premises in Carlton Place limit our ability to meet both these objectives, and the Hospice is delighted and grateful that Glasgow City Council has agreed, subject to a consultation process, to make available a site at Bellahouston Park for the new build project, aimed for completion in 2016.

This is a major venture for the Hospice, and will require both a major capital appeal and the commitment of staff and professional advisers. We are confident of the continued support of the people and businesses of Glasgow which will ensure that the project is a success.

Since last year's report, Eleanor Martin and Brett Nicholls have joined the Board, and we have said goodbye to Viv Lumsden and Louise Mitchell. We are grateful to them both for their advice and support during their terms of office.

My Board colleagues and I wish to thank publicly our loyal, generous supporters and volunteers and dedicated staff who continue to ensure that Hospice services meet the varied needs of our patients and their families. We look forward to exciting and challenging times ahead.



Maureen Henderson OBE
Chairman



Current Directors

(September 2011)

Maureen Henderson OBE (Chairman)

Phil McEwan (Vice Chairman)

Dr. William Anderson

Ronald Bowie

Surjit Chowdhary

Alan Dickson

David Hunter

Eleanor Martin

Brett Nicholls

Ian Reid

Prof. Alan Rodger

Alan Tomkins

A Hospice for Glasgow



Support for all the family

Providing support to families and carers is key to the Hospice's commitment to holistic care. One family who benefitted from this support were mother and daughter Donna and Bobbi MacIntyre, when Donna's mother was referred to the Hospice as a patient.



Throughout her mother Mary's illness and after she passed away, Donna was supported by our Family Support Services team, benefitting from both counselling and complementary therapies. Donna told us *'the Hospice was a lifeline at that time, a sanctuary.'*

For Bobbi, support came from attending a series of group sessions of the Butterfly Project, our bereavement service for 2 to 18 year olds, funded by the Big Lottery Fund. Through art, colours and activities, children are encouraged to express how they feel and given help to cope with the loss of a loved one.

Donna and Bobbi were delighted to visit our new Butterfly Room, which has specifically been designed for children and young people. In Donna's words *'so many people are going to benefit from this. The kids will love it here'*.

Our community champions

We were absolutely delighted when the Southside Friends of the Hospice group were named Evening Times Community Team Champions in June 2011.

The award was well deserved by the group, who have been staunch supporters of the Hospice for over eleven years. During this time, their hard work and enthusiasm has raised over £40,000 for us. The support of voluntary groups is invaluable, with each and every one deserving both our sincere thanks and recognition.



Culturally competent Hospice care



Support from the Burdett Nursing Trust has allowed us to further extend our culturally competent care project, increasing awareness of and access to Hospice services for the Asian community of South Glasgow.

Through the development of strong relationships with key community figures, monthly drop-in clinics have been established in both Sikh and Muslim Community centres. Additionally, the first 'Health Matters' advice and information event was held at Glasgow Central Mosque, organised by the Hospice and supported by other healthcare organisations and NHS teams.

Cultural Awareness training has been delivered to 18 members of Hospice staff, with further training for all staff being planned over the coming months. The Project Lead has also been guest speaker at two academic modules delivered to external healthcare professionals.

As well as positive community engagement, the initial stages of the project have led to an increase in both referrals and volunteers from targeted communities and provided a strong basis to further extend the project in the future.

Corporate support helps turn time into money!

One of our corporate partners, Davis Langdon, turned their volunteer time into money when they worked with us to create a 'Shop Wars' fundraising initiative.

Teams from local offices took over two of our Hospice shops for the day, competing with each other to raise the most funds. As well as selling goods donated by friends and family, other fun events included face painting, raffles and tombolas, which all contributed to their combined fundraising total of nearly £4,000. Davis Langdon told us, *"As well as raising vital funds for the Hospice, we found that it was great for team building and it was of equal benefit to us as a result!"*



Five year consolidated financial summary

Income and expenditure account

for the years ended 31st March

	2011	2010	2009	2008	2007
	£000's	£000's	£000's	£000's	£000's
Expenditure:					
Staff costs	3,306	3,079	2,693	2,609	2,495
Depreciation	329	295	281	154	169
Other expenses	1,298	1,307	1,196	1,062	1,049
Total Expenditure	4,933	4,681	4,170	3,825	3,713
Operating Income:					
Hospice shops	886	881	783	675	664
Hospice lottery	756	747	715	642	617
Donations	569	540	689	710	690
Fundraising activities	823	878	963	772	585
Grants received	-	-	0	29	21
Investment income	196	133	241	193	124
Investment gains (losses)	14	129	(173)	(87)	43
Other	50	63	41	42	37
	3,294	3,371	3,259	2,976	2,781
NHS	1,783	1,607	1,471	1,400	1,371
Total Operating Income	5,077	4,978	4,730	4,376	4,152
Surplus (Deficit) on Operating Activities	144	297	560	551	439
Other Income:					
Legacies	191	687	1,000	396	462
Surplus for the Year	335	984	1,560	947	901

Balance sheet

at 31st March

	2011	2010	2009	2008	2007
	£000's	£000's	£000's	£000's	£000's
Fixed assets:					
Tangible assets	4,326	4,484	4,635	4,351	4,305
Investments	4,017	1,939	731	843	795
	8,343	6,423	5,366	5,194	5,100
Current Assets:					
Debtors	244	279	227	315	168
Short term deposits and cash	3,263	4,731	4,829	3,135	2,417
	3,507	5,010	5,056	3,450	2,585
Liabilities:					
Creditors	652	571	544	326	314
	2,855	4,439	4,512	3,124	2,271
Total assets less liabilities	11,198	10,862	9,878	8,318	7,371
Reserves:					
Restricted income funds	145	120	89	75	80
Unrestricted income funds					
Designated fixed asset fund	4,326	4,484	4,635	4,351	4,305
General funds	6,727	6,238	5,154	3,892	2,986
	11,198	10,862	9,878	8,318	7,371

The Directors have a policy whereby reserves (excluding those representing future depreciation on fixed assets) will be retained to generate income to meet operating costs and anticipated capital expenditure. Present policy is to attempt to maintain the equivalent of at least 12 months of normal expenditure for this purpose. Additional reserves are held towards the cost of planned developments.

These summarised accounts have been prepared from the statutory accounts. The auditors, Wylie & Bisset LLP, have reported on the statutory accounts under the Companies Act 2006 and their reports are unqualified. Copies of the full statutory accounts are available on request from the Finance Department, The Prince & Princess of Wales Hospice, 71 Carlton Place, Glasgow G5 9TD.



The Prince & Princess
of Wales Hospice

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www.ppwh.org.uk
Registered Scottish Charity No: SC012371
Company Registration No: SC084008

Regulated by Healthcare Improvement Scotland &
SCSWIS (Care Inspectorate)

