



Ardgowan Hospice

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Ardgowan Hospice

Annual Report & Accounts 2004/05





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Core Purpose

Ardgowan Hospice is a community resource which, in partnership with other health care providers, promotes the highest quality total care for patients and families living with advanced cancer or motor neurone disease. It affirms quality of life, dignity and individual autonomy, disseminating its philosophy and expertise by an active education programme.

The Area Ardgowan Hospice Serves

The boundaries are coterminous with Inverclyde Council – from Wemyss Bay in the west to Finlaystone in the east and Kilmacolm in the south. It also has referrals from Largs and North Ayrshire. Ardgowan Hospice provides its services to the community free of charge.

“**There is a great deal of good work going on day in, day out, thanks to the efforts and dedication of so many.**”

A Word from the Chairman

This first year as Chairman has been challenging. However, as the year comes to an end, I can look back with some satisfaction at what has been achieved and forward with increasing confidence.

When I succeeded David Foggie it was soon apparent that the Hospice had been built on a strong foundation, thanks largely to him. So we are fortunate indeed to have a secure platform on which to build.

On appointment, Members of Council made me very welcome and I can confirm that we have talent there in depth. Council has been very supportive, as have all members of staff and our amazing volunteer force.

I would like to acknowledge the special help I received from Duncan Macdonald and Dorothy McElroy, particularly early on when I was wet behind the ears.

It seemed to me on appointment that there were four main priority areas to address.

It was decided before my appointment that the management structure should be altered to ensure optimum effectiveness, and as a first step, the post of Chief Executive was advertised. Dorothy McElroy secured the post against strong competition, and is a person in whom I have great confidence.

The second area requiring attention was medical staffing. Senior specialist staff are scarce in most clinical fields in the UK at present and palliative care is no exception. We have been fortunate to secure quality locum medical cover over the past year and are now working towards advertising for a permanent Consultant in Palliative Medicine based at Ardgowan Hospice.

There will also be Staff Grade medical sessions at the Hospice and we will still require the valued GP session support.

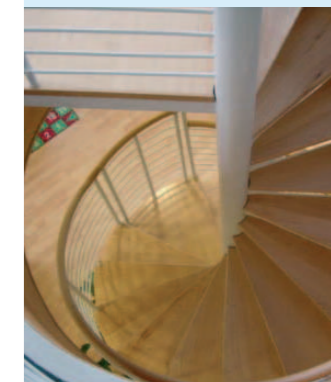
Thirdly I hope to witness during my tenure as Chairman an extended sphere of influence for the Hospice, both clinical and geographical. Palliative care should be available for all, regardless of diagnosis. Ardgowan Hospice was the only Scottish Hospice to receive funding in 2004 via Help the Hospices, as part of their Care Beyond Cancer Programme. Our “Wider Horizons” pilot project is enabling us to offer palliative care to local people with heart failure, in collaboration with the NHS Heart Failure Liaison Nurse. This exciting initiative, made possible by the St James' Place Foundation, puts us at the cutting edge of palliative care development.

Some rotation of staff between the Hospice and Inverclyde Royal Hospital is occurring. This ensures that the highest standards of palliative care are practiced in our district hospital as well as at the Hospice and in the community.

Fourthly we are forging closer links than ever before with our sister hospices at St Vincent's and Accord. This will result in benefits for all, whilst still maintaining each hospice's autonomy and individuality.

There is a great deal of good work going on day in, day out, thanks to the efforts and dedication of so many. There will be various changes with time but these will not be precipitant and not without careful consideration and explanation and I know I can look forward to your continued support and help in taking Ardgowan Hospice forward this coming year.

Peter Semple, Chairman



Office Bearers**Honorary President**

Lady Jane Dawney

Honorary Vice Presidents

Lady Shaw-Stewart of Ardgowan

Mr Tom Weir MBE

Mrs James Wilson

Lady Yarrow

Council of Management 2004-05**Chairman**

Dr P Semple DL, MBChB, MD, FRCP

Vice Chairman

Dr A C Marr MB, BS

Treasurer

Mr K Stevenson MBA, FCMA, FCIPO

Members

Sister Mary Anthony LRAM, MBE

Mrs F Cherry SRN, BA, MBA, MCM

Rev Mrs E Crumlish BD, Cert Mm

Mr G Edwards MIEE, CEng

Mrs J Galbraith RGN, Dip Counselling & Supervision

Ms S Hutcheon NNEB

Mrs S Lapsley

Mr J J Morrice MB, FRCS

Mr D Vallance MCIBSE

Medical Director

Dr Alison Morrison MBChB, MRCP MSc (left)

Director of Nursing & Patient Services

Mrs Dorothy McElroy

MN, MIHM, Bsc (Hons), Dip(DN), RGN

Financial Director & Company Secretary

Mr Duncan N Macdonald BD, DMS, MBA, MCM

Medical Staff**Medical Director**

Dr Alison Morrison (Left)

Clinical Assistants

Dr Douglas Foster

Dr Stephanie Renshaw

Dr Ruth Ward

Dr Elizabeth Orr (Left)

Nursing/Clinical Staff**Director of Nursing & Patient Services**

Mrs Dorothy McElroy

In-Patient Unit Manager

Mrs Morag Mackintosh

Nursing Team Leader

Mrs Anne Marie Crawley

Day Hospice Sister

Mrs Isabel McKnight

Staff Nurses

Mrs Anna Forde

Miss Patricia Glancy

Mrs Elspeth Haw

Mrs Eileen Hillis

Miss Marjory Love

Nursing/Clinical Staff continued**Staff Nurses continued**

Mrs Maureen McShea

Mrs Ellis McLean

Mrs Helen Murray (Left)

Mrs Carol Pyper

Auxiliary Nurses

Mrs Janet Gaffney

Mrs Janice Gibson

Mrs May Girvan

Mrs Sandra Kerr

Mrs Lorna McKerracher

Mrs Yvette Roy (Day Hospice)

Mrs Isabel Scott

Mrs Yvonne Watt

Mrs Bernadette Whitworth

Activities Organiser

Mrs Eleanor Leitch

Counselling & Bereavement Support

Mrs Avril Pearson

Patient & Family Support Worker

Mrs Rosalind Park

Physiotherapist

Mrs Rose Murray

Chaplain

Rev Elizabeth Malaney

Education Facilitator

Dr Stuart Milligan

Ardgowan Community**Nurse Specialists****Team Leader**

Mrs Alison Bunce

Community Nurses

Mrs Maureen Anderson

Miss Allison Brown

Mrs Jill McInnes

Living with Cancer**Team Leader**

Mrs Dorothy Ramsay

Key Worker

Mrs Sharon Hendry

Complementary Therapist

Mrs Shaun Miller

Librarian

Mrs Moira Brown

Receptionists

Mrs Ann Campbell

Mrs Laurie Paterson

Catering & Housekeeping Staff**Catering Manager**

Mrs Bridget Maunders

Catering & Housekeeping Staff**continued****Catering Staff**

Mrs Betty Buchanan (Retired January 2005)

Mrs Mary Gisbey

Mrs Janice Green

Mrs Kay McWilliams

Housekeeper

Mrs Cath Macmillan

Assistant Housekeepers

Mrs Anne Marshall

Mrs Mary Wiggins

Mrs Mary White

Administration &**Caretaking Staff****Financial Director/Administrator**

Mr Duncan Macdonald

Clinical Administrator

Miss Betty Gray

Clerical Officers

Mrs Kathleen MacLennan

Mrs Wilma Milligan

Mrs Elaine Morris

Mrs Liz Pinkerton

Mrs Catherine Thompson

Fundraising Manager

Mrs Jane Cox

Fundraising Officers

Mr David Carnduff (left)

Miss Michelle Pollock

Mrs Allison Smith

Mr Tommy Sneddon (left)

Shops Manager

Mrs Cath Bonner

Shops Supervisors

Mrs Mary Bonner

Mr Peter McLaughlin

Mrs Rita Walker

Volunteer Services Co-ordinator

Mrs Evelyn Sinclair

Transport Co-ordinator

Mrs Jean Boggie

Senior Caretaker

Mr Robin Brown

Caretakers

Mr John Cairns

Mr William Gibson

Hospice Lottery**Manager**

Mr Douglas Kelly

Office Assistant

Mrs Margaret Johnstone

Nursing & Patient Services**A Year in Review**

This has been a very busy year for staff in every department associated with patient care. Morale has remained strong, despite many changes occurring throughout the year. Primarily these have affected the Medical Department, with our Medical Director Dr Alison Morrison moving on. Dr Morrison had been a well-loved and respected member of staff at Ardgowan Hospice since 1991.

The Hospice was fortunate to welcome Dr Val Oates as a locum Consultant until January 2005, followed by Dr Elizabeth Orr. Both contributed much to the life of the organisation, supporting our Staff Grade, Dr Stephanie Renshaw and clinical assistant team, Dr Douglas Foster and Dr Ruth Ward.

A definite highlight of the year was being awarded a grant of £25,000 from Help the Hospices as part of the "Care Beyond Cancer Programme". This generous funding was made available through Help the Hospices by the St James' Place Foundation.

The initiative aims to support cardiac failure patients in Inverclyde (referred by the Heart Failure Liaison Nurse at Inverclyde Royal Hospital), by offering them access to a similar range of services, currently available to cancer patients in our drop in centre at ACCESS.

In the first round of awards, Ardgowan Hospice was the only Scottish Hospice to be successful in its bid for money. The pilot project, named Wider Horizons, will be run in collaboration with the Cardiac Failure Liaison Nurse at IRH, Sheila Skinner. The project will be evaluated in due time by Professor Julia Addington-Hall from the University of Southampton.

Our success with this innovative bid is largely due to the contribution of Duncan Macdonald, Director of Finance/Administrator. It demonstrates the continuing spirit of innovation, which characterises the staff at Ardgowan Hospice. They deserve credit for their continued willingness to go the extra mile in providing first class services for the people of Inverclyde.

Dorothy McElroy,
Director of Nursing & Patient Services

Finance & Administration**Strengthening Our Strategy**

The key achievements for the Administration and Fundraising departments for 2004/2005 include the Hospice's strengthened financial position, and the upgrading of facilities within the In-Patient unit and the Hospice shop in Port Glasgow.

We have met the challenge of complying with ever changing legislation by the willingness and dedication of all staff within the department.

As we look to the future, amendments will be made to staff pay and conditions in line with the Agenda for Change framework being implemented by the NHS.

A fundraising strategy will be devised to address the challenge of maximising income, enabling us to support the continued development of patient services. Communicating the value of support available from Ardgowan Hospice for patients and carers will be enhanced by further investment in IT equipment, training and website development.

This year also saw an improvement in the maintenance and minor upgrading of our buildings. Plans to upgrade the reception area of Ardgowan Hospice to greatly enhance the current layout and include semi-automatic doors are underway. It is critical that the Hospice complies with its statutory obligations therefore a maintenance plan for the buildings and equipment has been produced to provide a more accurate picture of our financial commitments and challenges for the next ten years.

The smooth running administration of the Hospice underpins all clinical services, and staff and volunteers in the administration, fundraising, catering, caretaking & housekeeping departments are to be congratulated for their tremendous efforts throughout the year.

Duncan Macdonald,
Director of Finance & Administration





In-Patient Unit

Patient Care

The In-Patient Unit nursing team at Ardgowan Hospice provides a caring and professional specialist service, offering a high standard of personal care, meeting the individual needs of patients and carers alike.

This is certainly appreciated by patients and carers, and is evident from the positive results from their survey regarding patient satisfaction. Comments included: "my stay in the hospice was a very positive and rewarding one" and "staff always have time to answer queries".

These results are certainly encouraging and the staff aim to maintain these standards in the future.

In the last year, the In-Patient Unit administered 149 admissions, dealt with 31 re-referrals, discharged 71 patients and recorded 79 deaths.

Staffing

A new Team Leader was appointed to the In-patient Unit in September 2004. Her main duties are to encourage and support all staff in the daily delivery of a high standard of care, as well as leading the staff nurse development programme.

A part-time Pharmacy Technician also came on board, working between Ardgowan, Accord and St Vincent's Hospices to provide valuable input and new guideline implementation.

Four current nursing staff are undertaking degrees in palliative care, as well as ongoing education sessions for auxiliary staff.

Practice Changes

Staff are working towards a change in managing documentation for medicines and the introduction of Patients Own Drug Storage (PODS). Training has been received in the use of new medicine documentation.



A partnership between Ardgowan, St Vincent's and Accord Hospices has been developed in order to standardise documentation. A new format for Patient Held Medication Records is now being piloted in Inverclyde, Paisley and Johnstone, improving communication between professionals and carers.

The PODS are already in place and the Hospice will pilot them for the three hospices, with the main benefits being: improved patient care, better understanding of medication, opportunity to discuss medication with pharmacist or nurse and improved storage.

Infection Control

In the current climate of Infection Control and MRSA, the Hospice is very aware of the dangers for our patients. It has a strict policy and all staff, patients and visitors are aware of the importance of washing their hands after contact with a patient. All unit staff have undergone training in hand washing techniques.

New flooring has been laid in one of the single rooms and has been very effective in helping with infection control as it is easily maintained and cleaned.

Refurbishment

Last year saw some much needed refurbishment in the unit, which took delivery of new recliner chairs, providing better comfort to patients and also families who wish to stay in the hospice overnight.

Looking Ahead

The dedicated staff continue to work towards delivering high standards of professional care to patients who have complicated physical and psychological symptoms. The staff are positive, caring, enthusiastic and supportive which certainly impacts on the quality of life for patients and their carers.

Day Hospice

A Place to Belong

Like other areas in Ardgowan Hospice, Day Hospice services are continually expanding and developing. Last year saw an increase in patient visits of 19% from 1669 to 1992.

Day Hospice is all about enabling patients to spend quality time at home with their families, whilst having access to the excellent staff, services and facilities that Ardgowan Hospice can provide.

The patients speak for themselves: "I feel safe here", "It's the best day of the week", "we can't thank you enough for the difference you have made to our lives".

Changes have also been noted in the types of patients referred to the service in recent years. Those living with chronic illnesses continue to make great use of the facility. However, recently diagnosed patients undergoing initial treatment are also now making good use of the service.

The Hospice minibus is available on a daily basis to collect those patients with poor mobility who are unable to make use of the Patient Transport Service. This is a vital lifeline for many who are too frail to make their own way to Day Hospice.

Social activities play an important role in the lives of those attending Day Hospice, which is always looking at ways to incorporate events and theme days into their programme.

Wherever possible social outings are organised to various locations such as Largs, Helensburgh and Saltcoats. Specific Christmas outings to pantomimes are also very popular, as well as the much anticipated Ardgowan Hospice Christmas Party!

The staff are always looking for new therapies and techniques to introduce to patients and this year was no different. Art therapy became the latest addition and is proving to be very popular indeed.

Patient & Family Support

Sterling Support

Ardgowan Hospice, as a Specialist Palliative Care provider, recognises the needs of both patients and families for ongoing support with psychological adjustment and practical social issues.

Supporting patients, families and carers is an extremely important part of this service, working between the In-Patient Unit and the Day Hospice.

Key areas that support can be provided in are help in applying for appropriate benefits for patients and carers, discharge planning, psychological support and housing issues.

Lots of people have made good use of the service last year and have commented on the benefits: "We are grateful for all your help and support", "It is comforting to speak to someone who understands".

New Horizons

April saw the inception of "Wider Horizons" which is project managed by the Hospice's Patient & Family Support Worker. This new project will extend the specialist palliative care services to people affected by cardiac failure, referred by the Heart Failure Liaison Nurse at Inverclyde Royal Hospital.

Additional aspects of this service include user involvement through networks and actively encouraging patient and public involvement by working in partnership with other organisations.

Bereavement & Counselling Service

Considered Counselling

This service is based in the Access building of the Hospice, and is co-ordinated by the Bereavement and Counselling Services Co-ordinator who provides appropriate support to patients, bereaved individuals and their families.

Patients can access the service through various sources such as, their Community Nurse Specialists, GP, Day Hospice, In-Patient Unit or from the Living With Cancer Team. However, around 60% of counselling requests are made by the patients themselves.

Sessions can sometimes continue over a period of several weeks or months depending on the need, or in some instances, only one session is required.

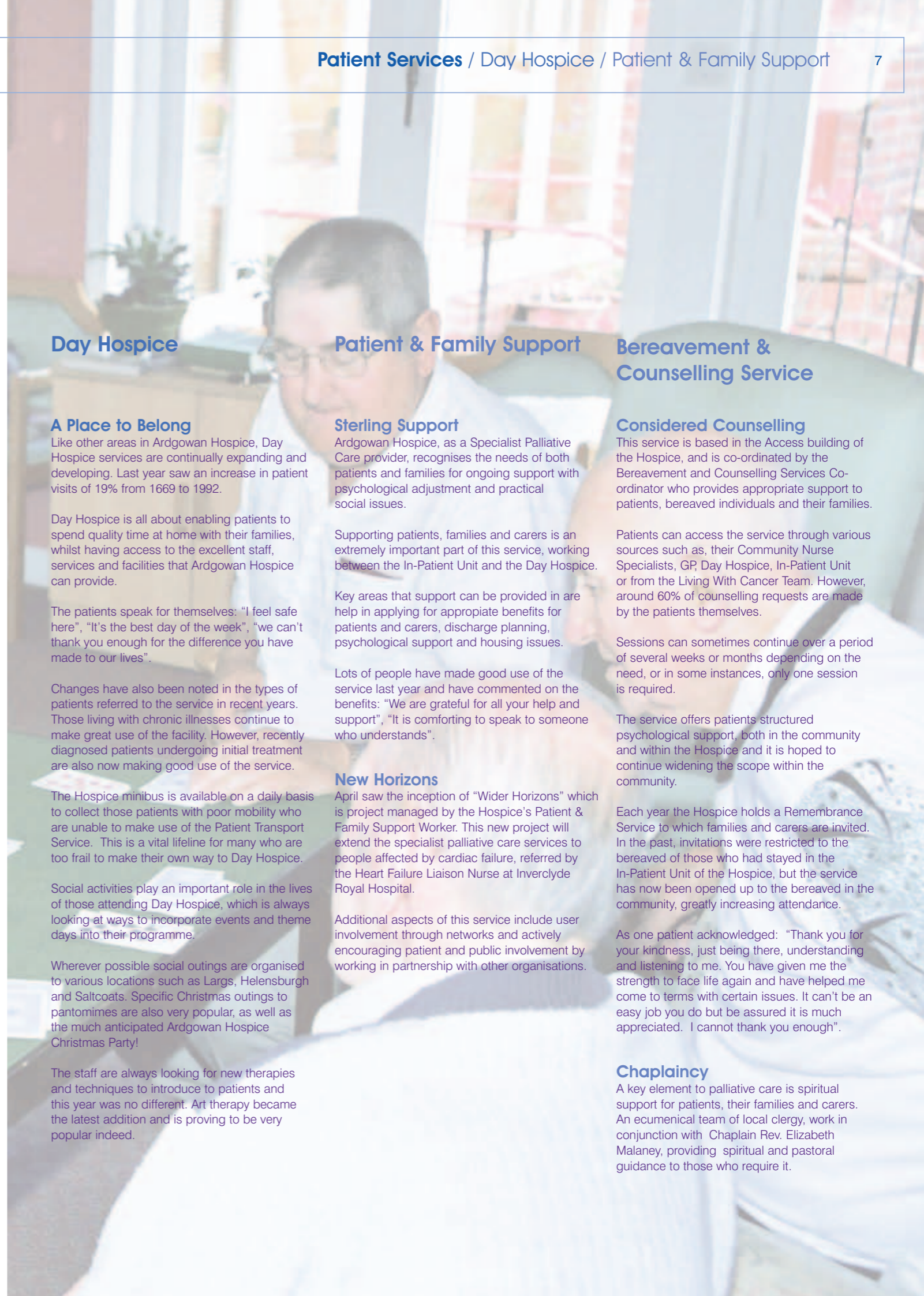
The service offers patients structured psychological support, both in the community and within the Hospice and it is hoped to continue widening the scope within the community.

Each year the Hospice holds a Remembrance Service to which families and carers are invited. In the past, invitations were restricted to the bereaved of those who had stayed in the In-Patient Unit of the Hospice, but the service has now been opened up to the bereaved in the community, greatly increasing attendance.

As one patient acknowledged: "Thank you for your kindness, just being there, understanding and listening to me. You have given me the strength to face life again and have helped me come to terms with certain issues. It can't be an easy job you do but be assured it is much appreciated. I cannot thank you enough".

Chaplaincy

A key element to palliative care is spiritual support for patients, their families and carers. An ecumenical team of local clergy, work in conjunction with Chaplain Rev. Elizabeth Malaney, providing spiritual and pastoral guidance to those who require it.





The Ardgowan Community Nurse Specialist Team "A-Team"

It was another busy year for the Hospice team who received in excess of 200 new referrals.

These four specially trained nurses provide support and care to individuals and families living with cancer. They assess the needs of every individual patient and liaise with various community services such as social work and GP's.

One of the most important aspects of this role is that the Nurse Specialists have time to spend with patients and families in their own homes or care facility, listening and advising on various topics such as, individual conditions and treatments, symptom control & medication, co-ordination of home help services and financial assistance if required.

Each Nurse Specialist is responsible for a caseload of around 20-30 patients at any given time at varying stages of illness.

In the past year the team undertook various projects which included: updating documentation in line with Care Commission criteria, updating IT skills, issue of an in-house questionnaire and addressing a name change.

New Identity

Ardgowan Hospice is not unique in making the name change from Macmillan Nurses to Ardgowan Community Nurse Specialists. In fact, many other Hospices have also opted to go down this route. This name change will further re-brand these specialist nurses as an integral part of Ardgowan Hospice; easily identifiable by the patients they attend.

This new vision will endeavour to shape the future of cancer care in the Inverclyde area.

What Makes The Team Special?

It is recognised that a nurse can be known as a 'Specialist' if they can demonstrate they are practicing within these five areas: clinical, education, leadership, managerial and research. The Hospice "A-Team" is certainly well equipped to meet these criteria.

This sentiment is echoed by the response from patients: "It meant so much to us to know we could call you at any time for help and advice. Your friendly calm approach made a big difference".

"How can we begin to thank you for all the care, attention and support which you so willingly gave, not only to mum but to all of us. It was great to see how she opened up to you and see the trust develop. This was a huge comfort to us".



Time for Reflection on Another Busy Year

The Living with Cancer Team, based in the ACCESS Centre, had another extremely busy and successful year. Statistics show a massive increase of 347 more people attending the Drop-In Service, which provides information and psychological support, and an additional 394 people to the complementary therapy service. Therapies are now established within the In-Patient Unit and Day Hospice. The introduction of new treatments such as hypnotherapy are becoming as successful as the existing therapies.

As well as introducing new services for patients, members of staff undertook a variety of training opportunities. Two staff successfully completed a Diploma in Clinical Hypnotherapy conducted by the London School of Clinical Hypnosis. Staff took part in various training courses: First Aid Training, Thermo-auricular Therapy, Stress Management, Advanced Massage, Reiki and Reflexology.

Practical workshop sessions and information sharing between hospices is of paramount importance therefore staff organised a programme of joint workshops.

What Lies Ahead?

The Living with Cancer Service plans to remain as flexible as possible in order to respond to patient and carer needs. The arrival of Out-Patient Co-ordinator, Christine Roy, with her experience in palliative and oncology care, will allow the services to expand further into the community. Those who benefit from the service are happy to sing the praises of the Living with Cancer Team. A patient commented during a reflexology session: "Life, though short, doesn't get better than this".

Lymphoedema Service Complex Care

Lymphoedema can be caused by cancer or cancer treatments so it is appropriate for Ardgowan Hospice to provide care for patients with this condition.

The service offered by the Hospice has expanded greatly in the last year. Approximately 40 new referred patients have attended the clinic, in addition to a caseload of 135. The clinic now runs five days per week staffed by two qualified nurses offering the most up-to-date and comprehensive treatments.

The clinic is currently participating in a national study into the benefits of a new type of bandage. Staff are also involved in a Scotland wide audit of new referral times and Ardgowan Hospice Lymphoedema Clinic currently has the shortest waiting times in Scotland for new referrals. Future plans include a patient support group, which it is hoped will be running by October 2005.

“ Life, though short, doesn't get better than this. ”





Expanding Education

The year has seen continued development in the Education Service at Ardgowan Hospice. The core activities remain:

- In-house education and educational support for staff and volunteers
- "Outreach" education for non-hospice colleagues, both locally and throughout Argyll and Clyde
- Collaboration with the University of Paisley to develop the field of palliative care by providing accredited courses, research and publications

New developments this year included establishment of the website www.palliativecareargyllandclyde.org.uk, provision of **Management of Aggression** training and participation in the "rollout" of new syringe driver and symptom management guidelines.

In Autumn 2004, the Hospice successfully hosted one of the University Of Paisley Palliative Care modules. In the course of the last year several staff were also invited to attend and speak at a number of prestigious national and international events.

Remaining well informed is absolutely vital to the effectiveness of the care we provide and Hospice staff have certainly risen to the challenge. Particular congratulations are due to those who completed formal academic courses this year.

Dr Stuart Milligan, Ardgowan Hospice's Education Facilitator recognises the importance of continuing to improve his own skills and comments: "I have completed the first year of a two-year research student supervision certificate, and also attended training on teaching communication skills".



The coming year promises to be busy with the participation in more university modules, rollout of guidelines, plus communication and additional training.

Real Resources

As well as the education programme, the Hospice also provides a comprehensive Library Service. It serves the staff and other local health professionals, as well as supporting the education programme and elements of the Hospice's clinical work.

The Library stocks a range of resources including books, journals and videos. Computer and Internet access, literature searches and a photocopying service are also available, as well as a quiet place to study. The past year saw the service develop even further with the increased use of electronic resources.



“Ardgowan Hospice is a very worthwhile cause and I am delighted to be able to support it.”

Another Successful Year

The Fundraising Team is delighted to report an increase in income of 23% during the last financial year.

Legacy donations generated a record 22% of the Hospice's total turnover, along with an increase of 47% in our 'In Memory' donations. The 'Light up a Life' campaign at Christmas raised a record £16,500 (a 79% increase over 2003/2004).

Another growth area is community events. This year our fundraising in the community contributed £150,000, an increase of 25%, thanks to the generosity of the local community and business sector. A recent public appeal to help refurbish our In-Patient unit raised a staggering £12,000, which enabled the replacement of eight recliner chairs, used by patients and their relatives, and make much-needed cosmetic repairs.

Friends of Ardgowan Hospice, with the support of Kilmacolm Friends and their extended friends in Inverclyde had another fabulous fundraising year. Their main event was the "Hospice Week" collection and this with other successful events added to a final total of £37,000 being raised by them for the Hospice.

A full programme of events including the St Valentine's Ball, Children's Walk, 2K & 5K Fun Run, have become regular fixtures in the Inverclyde community calendar. The Hospice is very fortunate to have excellent community spirit and outstanding support for us in these endeavours.

The sponsor of this year's Fun Run commented: "Ardgowan Hospice is a very worthwhile cause and I am delighted to be able to support it".

Extended thanks go to all our fundraisers and donors too numerous to mention, who by their contribution, however small, help us to continue to provide our vital services.

Looking forward to the challenges of the next financial year, the Hospice hopes to retain the unconditional support of the people of Inverclyde and beyond.





Shop 'til You Drop

Cath Bonner and her team of Shop Supervisors have had a bumper year, generating an increase in turnover of almost 17%.

The Hospice's three shops – in Greenock, Gourock and Port Glasgow, are tremendously well supported, both in the donation of and the purchase of previously owned goods.

Each of the shops have their own 'best sellers' – Greenock with bric-a-brac and clothing, Port Glasgow with baby clothing and Gourock with its bric-a-brac and collectibles.

Although each of the shops has a part-time Supervisor, the Hospice relies heavily on a very dependable band of volunteers to staff all three locations.

With the increasing level of sales and donations of goods over the last few years, it is fortunate that we have a shops store on the ground floor at the Access building. This allows members of the public to drop goods off at a central location, where it is sorted with the assistance of our three caretakers, prior to distribution to the shops.

Shops Manager Cath Bonner explains: "The generosity of the local community is overwhelming at times and we could not function without them".

Despite the success of the three current shops, the future needs of the Hospice mean that we are on the lookout for locations for potential new premises.

Ardgowan Hospice is grateful for those supporters who give to or buy from our shops, and for the volunteers who make the venture so successful.



Feeling Lucky?

In order to counteract a slight decrease in Lottery membership last year, the Council felt it appropriate to put an Assistant Manager in place, with the responsibility of further promoting the Lottery and increasing our membership base.

On a more positive note, last years "Birthday Draw" saw more than 9,000 players participate for the £3000 in prize money that was on offer.

In the past year, almost every player who was successful in winning the £1000 weekly prize echoed the same sentiment in that they never expected to win anything, and that they played the lottery as a convenient and easy way to make a regular contribution to the Hospice.

Looking Forward

Next year's aim is to make progress in increasing Lottery membership, which will in turn provide an increase in revenue. It is hoped that current members are able to convince just one other person to join in a concerted effort to reach our target membership of 7000 in the coming year.

Goodwill Lottery Board

The Lottery is supported in its efforts to succeed by a very dedicated group of board members and Hospice staff.

Fiona Cherry is the Chairwoman of the Board and commented: "It is the staff as a whole who have ultimately achieved these results with the support of the many playing members in Inverclyde.

I am proud to have been associated with this Lottery 'success story' and what has been achieved during my time in office.

I would like to say a big thank you to all our regular lottery players and to those of you who are reading this and who have not played yet – please 'have a go and help the Hospice'".



Vital Volunteers

Volunteers play an integral part in the day to day running of Ardgowan Hospice and we depend on their support immensely.

In the last three years, over 160 volunteers have been recruited to assist at Ardgowan in a variety of roles. Around 20 of these have since moved on to university, paid employment or completed the work experience component of projects such as the Duke of Edinburgh Award Scheme.

Last year saw the addition of 16 new drivers to our patient transport team as a result of a feature in the local press. These drivers play a vital role in transporting patients to and from hospital appointments.

There is currently a patient base of 750 people who make use of our very unique service. Last year our drivers spent approximately 8,955 hours on the road and covered a massive 118,458 miles transporting patients.

Destinations include Beatson Oncology Centre at Glasgow Western, Gartnavel General, Glasgow Royal, Southern General, Stobhill, Paisley Royal Alexandra and Yorkhill Hospitals, as well as the In-Patient and treatment areas of the hospice.

The mother of a patient who uses the transport service commented: "It really is a fantastic service and I don't know how I would have managed without it. The drivers are just great and we have got to know them really well".

Recognition for the future

In recognition of the hard work and commitment of our volunteers, it is the intention of the Hospice to award our long serving volunteers with commemorative badges to mark 5, 10, 15 and 20 years service.

2005 is especially significant as it has been designated as "The Year of the Volunteer". Plans to mark this event will be announced by the Hospice later in the year.

“
It really is a fantastic service, I don't know how I would have managed without it. The drivers are just great.

”





Financial Report

The financial year ending March 2005 was a very successful year in terms of Ardgowan Hospice's finances. The net surplus for the year is £171,000, comparing favourably with last year's surplus of £155,000, which in itself was a splendid year.

This net profit is after writing off £33,000, currently owed by Ayrshire and Arran Health Board from the previous financial year. This outstanding money is currently being sought by the Chairman and any monies received will benefit next year's results.

The Hospice benefited yet again by very generous legacies amounting to £347,000 (previous year was £364,000).

The importance of legacies cannot be over emphasised, as these are crucial to the Hospice's ability to continue to provide much needed specialist services.

This does not detract from the magnificent job done by all manner of people who are vital to the ongoing success of the Hospice - conscientious employees, many willing and hard working volunteers who undertake a variety of different tasks benefiting the hospice, fundraisers and givers of gifts.

The support of all the above people mean that the Hospice has not only had another successful financial year but as a direct result the balance sheet is looking much healthier. Both investments and cash in hand have increased significantly from year to year. The Council is truly thankful for the contribution made to the success of the Hospice by all employees, volunteers and fundraisers.

Ken Stevenson,
Treasurer



Despite the magnificent efforts of all concerned, the next few years will be financially challenging. The Hospice will no longer benefit by the £40,000 "Living with Cancer" grant and will incur an additional £90,000 expenditure as a result of the forthcoming Agenda for Change and normal salary increases. This will be partly offset by additional funding from the Health Board.

With two excellent financial years behind us and with the support of all employees, volunteers and fundraisers, we are planning to have another successful year in 2005/2006.

“ Legacies are crucial to protect the future of Ardgowan Hospice ”

Ardgowan Hospice Accounts 2004/05

The Following Summary of the key Figures for the Year is Taken from the Accounts

	2004	2005
In the years ended 31 Mar 2004-05 it cost to run Ardgowan Hospice:	1,529,716	1,715,082
Grants from		
NHS Argyll & Clyde Health	565,842	642,547
NHS Ayrshire & Arran	—	31,110
National Lottery	60,016	29,382
	625,858	703,039
Leaving us to find	903,858	1,012,043
You, our supporters, gave:		
Donations & Gifts	184,931	265,652
Fundraising	219,089	279,502
GAYE	12,375	11,805
	416,395	556,959
Hospice Shops	109,430	129,164
Goodwill Lottery	125,167	110,925
Other Income	15,083	12,640
	249,680	252,729
Leaving to be found	237,783	202,355
Which was financed from:		
Interest & Investment Income	20,702	26,683
Legacies	364,801	347,008
	385,503	373,691
	147,720	171,336
Total funds of the charity at 31st Mar 2004-05 were:	1,997,775	2,232,130
These funds were represented by:		
Fixed assets inc. investments in Hospice Buildings, shops & equipment, after deducting depreciation where appropriate	1,532,235	1,500,175
Stock Exchange Investments at 31st March, 2005	278,438	389,183
Net current assets inc. Cash Balances	187,102	342,772
	1,997,775	2,232,130

Goodwill (Lottery) Board Report

Ardgowan Hospice (Goodwill) Limited Detailed Trading Ad Profit and Loss Account

For the year ended 31 March 2005

	2004	2005
Turnover		
Subscriptions	110,984	111,933
Collections	1,026	1,179
Donations	20	—
Collections	149,869	166
	261,899	247,278
Administrative Expenses	(137,132)	(136,338)
Exceptional Items	(125,167)	(110,925)
Operating Profit	(400)	15
Other interest receivable and similar income		
Bank interest received	400	494
Profit before taxation	-	509

