



Severn
Hospice

Yearbook 2012-13

Capturing the
spirit of Severn
Hospice



2012

A successful year
at Severn Hospice



Paul Cronin, Chief Executive



Dr Jeremy Johnson,
Medical Director



Heather Palin,
Nursing Director



Norma Ross, Appeals Director

A message from our Chief Executive...

Our annual Yearbook allows us to not only reflect on another busy and successful 12 months at Severn Hospice, it also provides an opportunity to look forward to what lies ahead for our organisation in the future.

As you will see from the collection of stories we have brought together on the following pages, there has been much to celebrate during the last year.

From a care perspective, we have continued to develop the specialist services we provide to families across Shropshire and Mid Wales.

As you will see in our 'November' section of the Yearbook, we are actively planning for the future.

Significant milestones in 2012 include the expansion of our Day Hospice and outpatient clinics at our Apley Castle hospice and extending our vital 24-hour Hospice at Home service into North Powys for the first time.

Two glowing reports from the Care Quality Commission have underlined our commitment to giving those living with incurable illnesses dignity, respect and the best possible care while offering the same loving support, help and counselling to our patients' loved ones.

With so many local people relying on our caring teams to help them through their greatest time of need, it is important that we do not stand still as an organisation.

As you will see in our 'November' section of the Yearbook, we are actively planning for the future.

With around 80 per cent of our patients currently receiving support whilst still living at home, our focus in the coming months and years will be on expanding


our home-based care to enable more people to access these important services.

In these tough financial times, these plans will only be made possible by the continued generosity of those local people who kindly support us.

I am in awe of all those who fundraise for us and of the volunteers who give the gift of time to help others. Thank you for everything you have helped us achieve so far.

If we are to continue developing and evolving to meet the changing needs of the patients we serve, our reliance on your support will be greater than ever before. I hope you will continue to show loyalty to our cause over the next 12 months.

Paul Cronin, Chief Executive



More and more of our patients are choosing to spend their last days in the comfort of their own home, something that is made possible thanks to our Hospice at Home service and all of our other specialist teams who work in the community.

January

The beginning of
a busy year at
Severn Hospice



Joanna and her grandfather
Arthur at Apley Castle

Our Telford Day Hospice expands...

At Severn Hospice, our patients are at the heart of everything we do and we are constantly looking at ways to advance the services we provide.

From January 2012, the Day Hospice at our Apley Castle site began opening for four days a week instead of three after a rise in demand.

This important service is now open on Mondays, Tuesdays, Thursdays and Fridays, meaning our caring team can help more patients than ever before.

We also run Day Hospices at our Bicton Heath site, in Shrewsbury, and in Newtown, Powys.

Helen Duce, Day Hospice Manager, said: "Our Day Hospices offer patients living with incurable illnesses access to a wide range of help and support, helping them to maintain their independence and providing respite for carers.

"More and more people in the Telford area need our support which is why we have increased the number of days our service opens."

www.severnospice.org.uk

For years I have driven past Severn Hospice at Apley Castle and always felt very lucky that I didn't know anyone who had been there.

Sadly a couple of months ago my grandfather was diagnosed with cancer and although there has been some amazing medical help, both my grandfather and I felt very alone and frightened.

Thankfully help was round the corner the whole time and last week my grandfather went for his first day at the Severn Day Hospice.

We were both very nervous and had talked about how it felt that by going to a hospice we were giving into the cancer BUT how wrong we both were.

I have never met so many amazing people, from staff to volunteers to patients.

My grandfather had made me promise that if he didn't like it after an hour that I would bring him home. Well I left after an hour but on my own!

At 3pm I went back to collect him and I will never forget the image of him coming down the corridor with a member of staff with the biggest smile on his face... and it's been a long time.

To all the staff, volunteers and patients at Severn Hospice you are angels and I cannot thank you enough for what you did for myself and my grandfather in one visit.

We will be seeing you again this week.

Joanna Grundy



Our Day Hospices offer a range of different services which provide physical and emotional support. Our complementary therapists provide soothing treatments to patients to help alleviate symptoms such as anxiety and pain.

February

Helping families through the most difficult of times



Rayph visited our Bicton Heath hospice to present staff with one of his paintings called 'Milky Way'

Talented Rayph paints in memory of his dad...

When our doctors and nurses cared for 10-year-old Rayph Haywood's father Paul, the talented schoolboy decided he wanted to give something back by raising as much money as he could for Severn Hospice.

Rayph, from Telford, put his artistic talents to good use by creating unique glitter paintings to raise funds for our cause after Paul passed away at our Bicton Heath hospice in February 2012.

The young artist even set up his own website to sell his creations in memory of his father.

We have many more inspirational stories like Rayph's on our website.

www.severn-hospice.org.uk

On World Cancer Day on February 4th we highlighted the vital work our hospice does caring for patients who have the disease.

Although our doctors and nurses support people with a range of incurable illnesses, around 76 per cent of our patients have cancer.

Since we first opened our doors in 1989, lung cancer has repeatedly been the most common form of cancer we see in our patients.

Becki Haywood, Rayph's mum, said: "Rayph wanted to give something back to all of the charities that have helped us as a family since we found out my husband Paul had terminal bowel cancer last year.

"Sadly Paul lost his battle with cancer in February and passed away at Severn Hospice in Shrewsbury. Since then we have continued to receive support from the hospice.

"Rayph has always loved painting so I suggested he try selling a couple of them to try and raise a bit of money. We have set up a website where people can view and buy his paintings. We hope the money raised will help someone else who may find themselves in a similar situation."



Midnight Walk



Great Big Bike Ride



Dragon Boat Festival



500ft Zip Line Event

March

Brilliant events that get you out and about



Cambrian Century Midnight Ride to Barmouth



North Sea Challenge

Our events in 2013

- 9 March – Pontesbury Potter
 - 28 March – Ludlow Race Day
 - 18 May – Telford Midnight Walk
 - 15 June – Shrewsbury Midnight Walk
 - 30 June – Dragon Boat Festival
 - 13 to 14 July – Ironbridge Gorge Brass Band Festival
 - 3 August – Cambrian Century Midnight Ride to Barmouth
 - 11 August – Attingham Park Vintage and Classic Vehicle Rally
 - 8 September – The Great Big Bike Ride
 - 1 December – Lights of Love
- ...with more to be announced!

Please visit www.severnospice.org.uk for more details

We can help you with fundraising tips and ideas, so that your event is a success.

Hospice events season begins...

More than 430 runners and ramblers got our 2012 hospice events season under way by stepping out for the annual Pontesbury Potter on March 10th.

Throughout the year, thousands of people took part in our events which included two Midnight Walks, a Dragon Boat Festival, a classic vehicle rally and a Great Big Bike Ride.

We also held two new events in 2012, a North Sea Challenge three-day bike ride and a 500ft zip line from the top of RAF Cold War Museum Cosford.



Pontesbury Potter

April

Our supporters make everything that we do possible

Every year thousands of people do something amazing for Severn Hospice - thank you to everyone who supported us in 2012.

Both our hospices in Bicton Heath and Apley Castle passed a routine unannounced inspection by healthcare watchdog the Care Quality Commission in April 2012. Patients, relatives, staff and volunteers were all interviewed as part of the review. The inspector said she was not only impressed with the very high standards of care that we provide at both hospices, but also with the openness and positive attitudes of our staff. The inspector also chose to include numerous positive comments made to her throughout her visits in her final reports for both sites.

Intrepid Andrew goes the extra mile...

We are constantly in awe of the lengths our supporters go to in order to help us raise the money we need to fund all of the services we provide to communities across Shropshire, Telford and Mid Wales.

In April 2012 super-fit Andrew Brown, who used to live in Shrewsbury, ended an amazing seven-month fundraising challenge by running more than 150 miles across the Sahara Desert.

Andrew took part in the gruelling six-day Marathon des Sables after tackling three extreme runs since September 2011 as part of his preparation for his desert odyssey.

The marathon man, who now lives in Hampshire, completed the 56-mile London to Brighton race, the 82-mile three-day Druid Challenge Ridgeway Multistage and the Pilgrim Challenge, which saw him run 62 miles in two days, before finishing with the Sahara event.

Andrew said: "In recent times my family, who still live in Shropshire, have needed the help of the brilliant people at Severn Hospice on two separate occasions. It is because of this I am attempting to raise money for them so they are able to help others in the future as they have helped my family before."

Andrew's phenomenal effort raised a fantastic £1,314 for our hospice.



Andrew visited our Bicton Heath hospice in his specialist desert clothing before he set off for his Sahara challenge

My job as a Hospice at Home nurse has led me to meet lots of interesting and special people and has taken me to a variety of homes.

However, I think all of these were eclipsed in 2012 when I was asked to look after a gentleman who wished to die at home - in his shed.

I duly headed out on my first night and walked down the garden path...

I found my patient settled in a small but perfectly adequate bed by a large window and door overlooking the garden, from where he could also see the house.

This was no shed - it was a fully-insulated, high-ceilinged room that was light and airy but warm and cosy too. There was muted lighting and scented candles, French jazz playing on the CD and taking pride of place was a full-sized homemade model railway.

It was obvious this was a well-loved, well-used space - somewhere he had come every day to either listen to music, watch a film or 'jam' with his mates into the small hours of the morning.

No wonder he wanted to stay put... and that's what he did. He stayed in his shed, with family and friends coming and going, listening to music, talking a little and sleeping a lot.

He died very peacefully there a week later, with the lights of his railway, his music and candles and with his wonderful family around him.

Lynda Edwards, Hospice at Home nurse



Our staff believe that when a cure is no longer possible; care is...

May

Severn Hospice - a place filled with love, caring and support

Making every day count for our patients...

We truly believe that if we value life, then its close is as important as its dawning and we should care for the dying as we do the newly born.

That is why our hospice supported national Dying Matters Awareness week in May 2012.

Our staff may not be able to add days to life, but they work hard to add life to those remaining days.

So when one of our patients expressed his wish to spend his last days in his favourite place surrounded by his loved ones, our Hospice at Home team did all they could to make it possible.

The fact that the gentleman's favourite place was a shed in his garden was a minor obstacle that our nurses were willing to overcome to help him realise his last wish.

Our Hospice at Home team recently expanded into North Powys meaning this important service now helps patients across our whole catchment area for the first time ever.

June

Our volunteers give the gift of time to help our patients



Our volunteers fulfil a number of key roles including, gardening...



helping in our hospice shops...



arranging flowers to brighten patients' rooms...



providing kitchen support...

Volunteer scheme helps carers...

At Severn Hospice we are only able to provide the high quality care that we do because of the dedication and commitment of hundreds of volunteers.

In June, the hard work of all those who give their time freely to help our hospice is brought into focus thanks to National Volunteers' Week.

Our volunteers fulfil a range of different roles and recently our social work team introduced a new service to support carers looking after patients in the community.

Volunteers at Home is an initiative which enables full-time carers of patients who attend our Day Hospices or receive hospice care at home to visit one of our support groups.

Trained volunteers go out into the community to sit with patients at home while their carer spends the morning at the hospice receiving help and support.

www.severnospice.org.uk

Hospice social worker Jeff Dixon said: "We first set up the carers group in 2010 but found many carers were unable to attend simply because they could not leave the person they cared for.

"To overcome this problem we came up with the initiative Volunteers at Home. The service is made up of our Day Hospice volunteers and involves one of our volunteers sitting with the patient allowing their carer to attend the group.

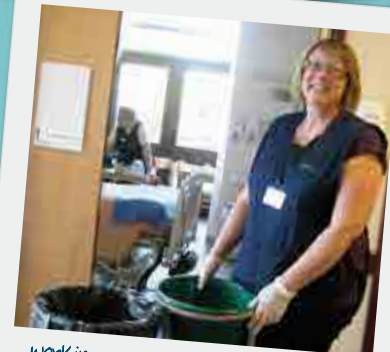
"At the meetings we have regular input from our multi-disciplinary team offering advice and support. It also gives carers the opportunity to meet other people in the same situation and talk openly about their experiences.

"Caring for a loved one can be very rewarding but many carers can often feel isolated and that they are on their own."

We have 462 volunteers working across all our hospice sites plus approximately 500 more who regularly give their time to help run our hospice shops.



driving patients to and from our hospice...



working on our inpatient wards... and many more!

Last year we raised a fantastic £91,305 of additional help for patients thanks to those supporters donating goods to our shops who signed up to Gift Aid.

For every £10 worth of Gift Aided goods sold, we were able to claim an additional £2.50 from the taxman at no extra cost, making our donors' gifts go further.



Philip Moore was joined by Mayor of Shifnal Councillor Eileen Briscoe and hospice volunteer Sandra Dyal for the opening of our Shifnal shop

July

Our hospice shops support the communities we serve

You can find your nearest hospice shop on our website.

Hospice shops continue to develop...

Our hospice shops are not only a vital part of our fundraising, they are also located at the very heart of the communities we care for.

We have a network of shops dotted all across our catchment area, and in July 2012 we added to this with the unveiling of a new Severn Hospice shop in Shifnal.

Patient Philip Moore, who is from the town, was invited to help officially open the shop in Bradford Street.

Philip, who has been attending our Day Hospice in Apley Castle since 2010, is one of 46 patients from Shifnal and the surrounding areas who received our care last year.

Andrew Ray, retail area manager, said: "We are delighted to have opened a new shop in Shifnal.

"Many of our shops are at the hub of the local community as most people know of someone who has benefited from the specialist care our hospice provides. We hope our latest shop will become part of the bustling community in the town.

"Our shops play a vital role in funding the work of the hospice. It is only thanks to our supporters' kind donations that we are able to care for so many people like Philip who are living with a life-limiting illness."

Read more about Philip's experiences at our Day Hospice in his blog on our website.

August

Our staff are here
for those who need
our care



Dr Derek Willis has 15 years' experience working in palliative care both in the UK and overseas

Even though the majority of our patients have cancer, last year our caring team also gave specialist care for people with 26 different non-malignant illnesses such as Motor Neurone Disease, end-stage heart failure and Parkinson's.

In the past year 23 of our patients were under the age of 30, 55 per cent were over 65, 30 per cent were over 80 years of age and three of our patients were aged over 100.

Dr Willis joins our caring team...

The skilled, loving care each of our patients and their loved ones receive is only possible thanks to the efforts of more than 300 hospice staff working in many different professions.

Our Consultants are part of our clinical team. They have overall medical responsibility for the local people we support and use their specialist training to coordinate our patients' care.

In 2012 we welcomed Dr Derek Willis to our hospice in Apley Castle where he took up the post of Consultant in Palliative Medicine, looking after patients in Telford and the surrounding areas.

Dr Willis works on Alexandra Ward, supports our hospice Clinical Nurse Specialists and is also working to forge strong relationships with local GPs and NHS staff at the Princess Royal Hospital in Telford to ensure our patients receive the best possible care, wherever they may be.

In August, Dr Willis expanded our outpatient clinic at Apley Castle after the number of patients being referred to this important service increased. Previously held on one afternoon each week, this clinic is now open all day every Wednesday.

The clinic is one of a number run by our hospice which provide advice on pain and symptom control for people from across Shropshire and Mid Wales who are living with incurable illnesses.

Dr Willis said: "Our clinics are designed to help our patients lead as normal life as possible whilst living

with an incurable illness. People attending our clinics have access to a wide variety of hospice services so they can benefit from the best possible care whilst maintaining their independence.

"We are seeing more patients than ever being referred to the hospice either for inpatient care, our Day Hospices, Hospice at Home service or outpatient clinics. We are continually looking for ways to help as many people as we can which is why we have taken the decision to expand the opening times of our Telford clinic."

Last year approximately 2,800 patients were cared for by our caring teams.



Since our hospice first opened its doors in 1989, our team have given vital care to more than 19,400 local people. In 2012, we supported patients from over 170 towns and villages throughout our catchment area.

Image - Stonehouse Photographic

September

Legacies make
an impact far into
the future

Reaping the rewards of a lasting legacy...

As an independent charity, we rely on the generosity of our supporters to help us raise the majority of funds we need to continue being here for those who need our care.

Gifts left in peoples' wills, also known as legacies, accounted for over a quarter of the £4.1 million of voluntary income we raised last year.

The importance of legacies to charities like ours is brought into focus in September thanks to national Remember a Charity Week.

In 2012, our hospice began reaping the rewards of a legacy gift of around £1 million made by a hospice supporter from Powys.



Hospice head gardeners Chris Watkins and Alexis James examine the first harvest from Ivor's Kitchen gardens in September 2012

Ivor Brown, from Llanfair Caereinion, chose our hospice to benefit from the amazing sum because of the kindness shown to him by members of our support group in the town who used to visit him for a chat and a fish supper after his wife Evelyn died.

When Ivor passed away in 2007, our fundraising team met with his niece and nephew to discuss how their uncle's gift could be used.

Ivor was a keen gardener so it was decided that the interest from his legacy be used to develop an orchard of fruit trees and a kitchen garden in a field opposite our hospice in Bicton Heath.

We picked up not one but two honours as part of the RHS Britain in Bloom It's Your Neighbourhood scheme in September. We received Level Four Thriving awards for our grounds at Bicton Heath in Shrewsbury and Apley Castle in Telford.

The eight individual growing plots, set amongst the orchard, have now been completed and given to gardening enthusiasts from the local area as part of a landshare project.

The agreement means that all those with a plot will donate some of what they grow to the hospice so our team of chefs can use the fresh produce in meals prepared for patients.

Norma Ross, Appeals Director, said "We know that many people are understandably tightening their belts during this period of financial austerity and so legacies are a wonderful way to support the hospice by leaving a future gift which will help us to continue providing our special kind of care to local people for years to come.

"When people leave a legacy, it gives them the opportunity to do an extraordinary thing; write a cheque for an amount which they may never have been able to during their lifetime and be secure in the knowledge that it will go towards a cause which is important to them."



Our gardens at Bickton Heath and Apley Castle are picturesque havens of tranquillity for patients and visitors to enjoy. Our nursing team often take our patients' beds outside on fine days for those who want to enjoy the peaceful surroundings but are too poorly to take a stroll.

October

Our lottery members raise vital funds to support our work



Kyle Williams' six-day cycling challenge raised £3,410 for the hospice in memory of Joel

Thank you to all those bought a ticket for our 2011 Christmas Raffle - you raised a fantastic £121,000 for our patients and their loved ones.

Our weekly lottery costs just £1 per week to play and the money raised goes straight to support the work of the hospice.

Kyle spreads the word in memory of his friend...

Our weekly lottery is an important part of our fundraising, with our members helping to fund care for one in seven of our patients.

Every year we run a bumper prize draw at Christmas which helps us raise essential funds for our work caring for local families, as well as giving us an opportunity to thank our supporters with the chance to win great prizes.

In October, we sent out letters to over 50,000 homes across Shropshire and Mid Wales asking for their support by purchasing tickets for the 2012 Christmas raffle.

At the heart of this year's mailing was a personal message written by 21-year-old Kyle Williams.

Kyle has been raising funds for Severn Hospice ever since our staff looked after his friend Joel Lawrence, who became terminally ill with stomach cancer at the age of 19.

In his message, Kyle spoke about the care his friend received before he passed away and how that inspired him to complete a mammoth cycle ride from Joel's home town of Ludlow to his favourite holiday destination in Beaune, eastern France.

Kyle said: "I have recently completed a 615-mile bike ride in six days with the support of Joel's dad John and our friend Carl to raise money for the hospice, as was Joel's wish.

"Whilst Joel was at the hospice, myself, friends and family were able to visit and were welcomed with open arms every time.

"I take comfort that Joel was fortunate to have amazing people surrounding him during his illness and I would like to thank the hospice for everything they did to make Joel as relaxed and at ease as possible.

"I cannot begin to express how fantastic this cause is and how it provides extremely ill people with hope and comfort to live every day with a smile and a feeling of homeliness."

Every week 200 people win prizes in our lottery, including one lucky member who wins £2,000. Information about how to take part can be found on our website.

Planning for the future...

We are always striving to deliver the highest possible standards of care to local people.

Our Board of Trustees is responsible for ensuring we do just that by shepherding the hospice to meet the future demands we face.

All of our 14 Trustees are unpaid volunteers who have a wide range of skills and backgrounds, bringing expertise from the private, public and charity sectors.

As a group they have five key areas of responsibility including, shaping the strategic management of the hospice; ensuring the hospice's finances are managed appropriately; overseeing compliance with the complicated legal frameworks that govern the healthcare and charity sectors; bringing their individual professional expertise to the table; and being ambassadors for the hospice both internally and externally.

Every November, our Trustees have a special meeting with the hospice's senior management team to plan for the future.

In 2012 the emphasis of this annual meeting was firmly on improving end of life care wherever the patient may be.

Whether a person is in hospital, at home, in a rural area or a busy town, we are aiming to improve access to our services so we are able to help more patients who need our specialist care.

Chairman David Sear said: "Overall the Board are accountable to the people of Shropshire and Mid Wales for the quality of service and financial management of the hospice.

"Although the Board of Trustees meets regularly throughout the year to discuss important operational issues, our special gathering every November enables us to focus specifically on future strategy."



Our patients and their loved ones are always at the heart of our plans

November

Shaping the future of Severn Hospice

Our President

Algernon Heber-Percy
HM Lord Lieutenant of Shropshire

Our Board of Trustees

- Chairman: David Sear
- Vice-chairman: John Fairclough
- Vice-chairman: Peter Stewart
- Chairman of Finance: Mike Lowe CBE
- Sarah Broomhead
- Tony Cordery
- Marilyn Rydström OBE
- Susan Trevor
- Ann Tudor
- Mike Tudor
- Barbara-Ann Tweedie
- Dr Wendy-Jane Walton
- Gabrielle de Wet
- Francis Yates

Our Chief Executive Paul Cronin gave a presentation at the national annual Help the Hospices conference in November 2012. He spoke about Severn Hospice's Compassionate Communities (Co-Co) initiative which sees volunteers befriending vulnerable adults in their area to reduce the social isolation felt by people living with long-term illness.

December

We never close our doors, we are always here for our patients and their families



Our staff work to give our patients and their relatives an enjoyable and memorable Christmas Day



A light on the Severn Hospice tree shone in memory of Clifford Smith at Christmas

Lights of Love shine out at Christmas...

Our annual Lights of Love event provides hundreds of local people with the opportunity to come together and think about those who will not be here at Christmas.

In December 2012 we held special services at The Abbey in Shrewsbury which not only marked the official lighting of the Severn Hospice Christmas tree, but also enabled those present to pay tribute to absent loved ones while providing support to those who rely upon our hospice during the festive season.

Debbie Harris and her sisters Jane Robson and Wendy Leary support Lights of Love in memory of their dad Clifford Smith, who passed away peacefully at Severn Hospice Telford in December 2008.

Debbie said: "We are so grateful for the support, love, dedication and care the staff gave to Dad and the whole family at the time we needed it most.

"We can all think of someone who has or who has had cancer. When the end is inevitable and the best that can be done is to make life comfortable, the hospice is home from home where all are treated with care, love, respect and dignity.

"For the majority, Christmas is a special, family time and may be the time of year when those who have died are missed the most. We can remember our loved ones through Lights of Love, give thanks for their lives at the special services and also make a donation in their memory to allow the wonderful work of the hospice to continue."

Christmas is a very special time of year at Severn Hospice. We approach the season with warmth, compassion and sentiment. Our team of specialist nurses are able to adapt to our patients' needs, whether it is a festive Christmas dinner in a home away from home or taking the time to chat and hold a hand when needed. If a patient wants to spend Christmas in their own home, we will do everything we can to make that happen.

Sarah McQuire, Ward Manager at Apley Castle

One special Christmas memory I have is of a lady who was incredibly ill when she arrived at the hospice and unable to eat. Thanks to the care she received from the whole team, she was able to not only spend her Christmas Day surrounded by her family, but she was also well enough to enjoy their company and join them at the Christmas table, much to the delight of her grandchildren. I think this sums up perfectly what Severn Hospice is about; making sure every moment counts and our patients receive the best of everything, not just at Christmas but every single day of the year.

Dr Jeremy Johnson, Medical Director

I've worked Christmas morning on the ward at our Bicton Heath hospice. Our Medical Director comes round and hands out presents to patients. Relatives come in and have Christmas dinner together, there will be Christmas cards playing and it's a wonderful atmosphere. We try and get everyone who is well enough to come together in the dining area for dinner and it's such a happy day with lots of laughter.

Claire Sproston, Day Hospice Sister

Funding our care, 365 days a year

Want to show your support?
Please cut out and return
this form along with any
donations...



Ensuring we are here for those who need us...

Severn Hospice is part of health services offered to people living in Shropshire, Telford and Mid Wales but we are not part of the NHS. As a completely independent charity, Severn Hospice relies upon voluntary donations and legacies from supporters to provide the majority of our care. The funding we receive from the NHS includes both an annual recurring contribution towards delivering our core services as well as one-off grants for specialist projects.

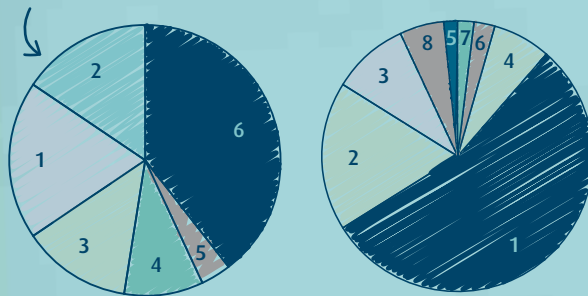
Our care and emotional support is totally free for both patients and their families; but not without cost.

Our services are funded through a combination of kind donations from supporters, fundraising activities, our lottery and retail departments, gifts in people's wills and grants from the NHS.

For every £1 invested through NHS grants, we provide £3 worth of service to local people.

Where our funding came from in 2011/12

	£	%
1. Donations and events	1,372,000	19.1
2. Legacies	1,102,000	15.3
3. Lottery	932,000	12.9
4. Retail	689,000	9.6
5. Investments	246,000	3.4
6. NHS grants	2,859,000	39.7
Total	7,200,000	



How our income was spent in 2011/12

	£	%
1. Inpatient care	3,715,000	54.7
2. Day care and outpatient	1,208,000	17.8
3. Home and hospital support	636,000	9.4
4. Hospice at Home	372,000	5.5
5. Bereavement	134,000	2.0
6. Education and library	170,000	2.5
7. Governance	80,000	1.2
8. Fundraising	474,000	7.0
Total	6,789,000	

Full annual report and accounts for year ending 31st March 2012 are on our website or available on request from the Appeals or Administration office by post.

Our thanks

Every penny donated helps us reach the £4.1 million we need to raise every year to run Severn Hospice. The donations we receive help pay for the vital services our staff provide which give comfort to thousands of local people every year.

The kindness and generosity of our supporters makes all this possible. Thank you for your support.

I would like further information about:

- Leaving a gift in my will
- Becoming a Lottery member
- Volunteering at Severn Hospice
- Organising a fundraising event

I would like to help Severn Hospice:

- With my enclosed gift of £.....
(Please make cheques payable to 'Severn Hospice')
- With a regular contribution by standing order. Please send me a form.
(We will contact you)
- By leaving an In Memory donation
(We will contact you)

(If you are making a donation and are a UK tax payer, please complete the Gift Aid declaration overleaf so we can receive up to 25p for every £1 you give at no extra cost)

Please send me regular communications:

Yearbook

- by email* by post

Newsletter

- by email* by post

(*email will help us reduce our admin costs)



**Severn
Hospice**

Charity No. 512394

Gift Aid declaration:

For every £1 you donate to Severn Hospice, we could receive 25p from the taxman at no extra cost to you, making your gift go further. I confirm I would like Severn Hospice to reclaim the income tax on this donation and all other donations I make from this date forward until I notify you otherwise.

Please note: You must have paid or will pay an amount of UK income tax and/or capital gains tax for each tax year (6th April to 5th April) that is at least equal to the amount of tax ALL the charities you donate to will reclaim on your gifts for that tax year. You must understand that other taxes such as VAT and council tax do not qualify. The charity will reclaim 25p of tax on every £1 that you give.

Signed..... Dated.....

My contact information:

Mr/Mrs/Miss/Other.....

First name

Surname

Home address.....

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Comments:

We always welcome feedback from our supporters, so if you would like to make any comments about this publication or anything else related to our hospice fundraising, please write them in the space below.

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Please return this form along with any donations to the address below:

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Contact us at

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