

Our achievements in 2013/14...

Patients and their families remain at the heart of everything we do. We care for people from any background through a range of expert services delivered by a highly skilled and professional team.

This is what we achieved in the year:

- We reviewed and revised our Hospice strategy for clinical services and contributed to a city wide assessment of the health needs at the end of life of the people of Leeds.
- We received **1,018** new referrals for patient care.
- We cared for **564** patients in the In-Patient Unit.
- Our Community Team made **3,913** visits to patients in the familiar surroundings of their own homes and in care homes. We extended the service to 7 days a week.



“ Thank you for your care and support ”

- We provided **1,178** day patient attendances.
- We provided bereavement support to patients' families and friends either individually or through group work with **1,648** attendances at bereavement sessions. We worked with other providers and commissioners in the city to provide bereavement support to those who had not previously had contact with St Gemma's services, supporting patients who were previously on the Cruse Bereavement service waiting list.
- We were inspected by the Care Quality Commission and met all the essential standards for quality and safety.



“ The whole team looked after my every need.”

- We continued to make progress in the St Gemma's Academic Unit of Palliative Care in partnership with the University of Leeds. We participated in studies designed to improve prognosis for patients, assess a new painkilling drug and implement a new measure of spiritual well-being. We also delivered an innovative project where volunteers collected data from shop visitors about what they consider to be priorities for research at the Hospice.
- Our education programme included the Graduate Certificate in Palliative Care; quarterly learning groups for senior specialist palliative care doctors; and a programme of education for GPs across Leeds.
- We refreshed our vision, purpose and values to make them more accessible and meaningful.
- With the support of our many friends and supporters we were able to provide all of our services completely free of charge to patients and their families.

Financial information

Summary of income 2013/14

Income	£'000
Donations and Fundraising	1,915
Legacies and Trusts	1,317
Shops and Lottery	2,889
Investment Income	181
Education and Research	225
Other	81
Department of Health	292
NHS	2,782
Total Income	9,682

Analysis of expenditure 2013/14

Costs	£'000
In-Patient Unit	4,706
Community Team	878
Day Services	607
Bereavement Support	124
Education and Research	342
Shops and Lottery	1,788
Fundraising	869
Other	81
Total Expenditure	9,395

Full accounts for the year ended 31st March 2014, from which these figures are extracted and on which the auditors have issued an unqualified report, have been filed with the Registrar of Companies. Copies can be obtained from the Head of Finance on 0113 218 5555.

We are thankful to each and every person who has made this possible and supported us to make a difference to the lives of local people and their families.

How we are able to help

The services provided by St Gemma's Hospice are completely free of charge to patients, families and carers, but are not free to provide. The majority of the Hospice's annual running costs must be raised from donations and fundraising initiatives. We simply would not be able to continue caring for people with life threatening illnesses without the valuable and on-going support of the community. We are extremely grateful to all those who make donations, take part in fundraising events, leave a gift in their Will or help the Hospice in any way to continue its caring work.

“ Please can you pass on my sincere thanks to the whole St Gemma's team who supported me and my family in an exceptional way. It wasn't just the expert care and compassion, it was the food, the warmth, the smiles and the comfortable surroundings. I'm now back home, where I want to be, wonderfully supported by your community team. What a relief to have St Gemma's in our lives.”



“ Individual care at its best... ”



To make a donation to St. Gemma's Hospice and help local people :

- Visit our website : www.st-gemma.co.uk.
- Call us on 0113 218 5555 and donate with a debit or credit card on the phone.
- Send us your donation (cheques payable to St. Gemma's Hospice) to the address below.
- Visit one of our charity shops.
- Remember us with a gift in your Will.

For further information please visit : www.st-gemma.co.uk

St. Gemma's Hospice
329 Harrogate Road,
Moortown, Leeds, LS17 6QD

Hospice 0113 218 5500
Fundraising 0113 218 5555

Registered charity No. 1015941



St. Gemma's Hospice Annual Review 2013/14

A brief overview of how we have made a real difference in the past year



“ St Gemma's really is a pearl in our community... ”



What we do

St Gemma's is for people who have life threatening illnesses with difficult symptoms to be managed. Care is based on a simple idea – that the person is more than the illness. Each of us – sick or well – has unique physical, emotional, social and spiritual needs. St Gemma's tries to respond to these needs in ways which place the highest value on respect, choice and empowerment.

Care is offered to patients and their carers in the Hospice's 32 bed In-Patient Unit, through the St Gemma's community team and via our Day Services, which includes a Day Hospice and Out-Patient's department. Our community services are now available 7 days a week and also include Out-Patient clinics in Wetherby and Oulton.

Care is provided by a range of specially trained staff; nurses, doctors, physiotherapists, occupational therapists, social workers, spiritual care chaplains, dietician, pharmacists, complementary therapists and others. Our expert team works together to ensure the needs of patients and carers are met. We also work closely with other care providers in the city.

Families and carers are supported by the Hospice's specialist bereavement workers who provide support to all including children and young people.

In the last year, St Gemma's supported over **2,500** local people.

Please read on to find out what else we have achieved in the past year...

www.st-gemma.co.uk