



“ Please don't underestimate the impact you had on our lives...”

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.



“ Sincere thanks from a very grateful family...”

**This is just a brief snapshot of some of our work this year. We couldn't list everything, but thank you to everyone who has contributed to our vital care in any way.**

For detailed information about our activities, finances and governance, please contact us for a copy of our **Annual Report and Financial Statements 2018-19**.

For details about our care and quality improvements, please ask for our latest **Quality Account**. Phone **0113 218 5500** or visit [www.st-gemma.co.uk/keypublications](http://www.st-gemma.co.uk/keypublications)



“ I look forward to my days with you; the whole experience is a pleasure...”

For more **information** about St Gemma's Hospice, please visit our website [www.st-gemma.co.uk](http://www.st-gemma.co.uk)

For **advice or support** please call:  
**0113 218 5500**

To make a **donation** and help local people:

- ♥ 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.

**Thank you.**

Registered charity no. 1015941



“ I cannot speak highly enough of your care, compassion or expertise – you made all the difference...”

St Gemma's Hospice  
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Hospice 0113 218 5500  
Fundraising 0113 218 5555



[www.twitter.com/stgemmaohospice](https://www.twitter.com/stgemmaohospice)



[www.facebook.com/st.g.hospice](https://www.facebook.com/st.g.hospice)





What We Do

St Gemma's is for people who have life-threatening illnesses with difficult symptoms to manage. 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 In-Patient Unit, through the St Gemma's community nursing and medical team and via a range of Day Services.

Care is provided by a range of specially trained staff; nurses, doctors, physiotherapists, occupational therapists, social workers, pharmacists, complementary therapists and a spiritual care team. 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 to ensure a seamless service for patients and families.

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 **3,000** local people.

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



“You have given us the strength to carry on...”

The impact we made in 2018-19

Patients and their families are 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. Here's a snapshot of our impact in the year and the amount it costs to care for those affected by a life-threatening illness:

  
**1,228**  
local people were referred to St Gemma's care for the first time

There were **517** admissions onto the Hospice's In-Patient Unit - we're one of the few Hospices that accepts admissions 24 hours a day



  
Most of our patients were cared for in their own homes

  
The St Gemma's community team of doctors and nurses had **5,005** face-to-face consultations with patients in their own homes

  
**1,236** attendances to St Gemma's Day Services, with increasing numbers of people now accessing the new range of clinics and sessions

  
We trained **640** healthcare professionals and had **118** student placements supporting them to deliver the best possible patient care in the future


  
100% of bereaved relatives who answered a survey about our In-Patient care told us that they felt their loved one had died in the right place, with professional, dignified care, and their loved ones' pain and symptoms were controlled

  
**26%** of our income came from our grant from the NHS


  
That means that **74%** was raised by our brilliant community of supporters

  
The local NHS funders said that St Gemma's is 'concentrating on the things that matter'

  
The Hospice spent **£10.6 million** providing vital services and investing in raising money for the next year

  
St Gemma's rose to **67** in The Times Top 100 best organisations to work for

  
Leeds Palliative Care Network continues to bring organisations together to improve care for patients and ultimately build a more seamless service

  
There were **160,000** visits to our website, browsing job vacancies, ways to support the Hospice and information about our services

  
**610,000** customers to our chain of 24...  
...charity shops bought 1,140,000 items and helped to raise over **£3million**

  
**3,484** donations were made in memory of loved ones

  
**942** Volunteers contributed **123,344** hours across all areas

  
**21,000** people took part in a fundraising event to support our vital work

Thanks to you, we were able to provide all of our expert services completely **free of charge** to patients and their families