



Impact Report 2022/23



Thank you
for helping us make
a REAL difference

It is because of your support that we are able to provide first class care and enable special moments such as Emma and Sam's wedding day on the 17th September 2022.

The impact YOU have helped us achieve in 2022/23



My wife Hollie was only 29 years old when she was first referred to the Hospice with terminal cancer. Hollie sadly passed away last year but she did so in peace and with dignity thanks to all of the staff at Woking & Sam Beare Hospice.

I therefore felt really honoured when the Hospice asked me to write the Foreword for this Impact Report. As the name of this report would suggest, my wife Hollie and I can testify to the true impact of hospice care far more than any facts or figures might be able to demonstrate.

I realised that Hollie was special from the first moment I saw her. Her ability to be fiercely independent and headstrong coupled with an empathy like no other I'd ever seen, made her truly unique and wonderful to be around.

When we met in 2015, I knew instantly that this was the girl I would marry. Two years later, I proposed to her at the base of a mountain in Switzerland. Then in 2019, we married in New York on impulse when Hollie looked up the top ten things to do there. Number one was 'Get Married', so that's exactly what we did.

The following February, Hollie started to show signs of being unwell and in December was diagnosed with cancer. Hollie and I realised that our time together would be shorter than either of us would have hoped.

In December 2022, Hollie was admitted to the In-patient Unit at the Hospice. We were overwhelmed by how lovely the staff all were as they helped us through the toughest time of our lives. I spent Christmas Day with Hollie in her room at the Hospice. The staff decorated it with fairy lights and couldn't have done more to make us feel welcome and supported.

I believe you're faced with choices in life. You make your own decisions, but alongside this we all have a path leading us to where we are meant to be and I'm so thankful that mine led me to Hollie. One of the last things she said to me was 'don't be sad'. I know that she would have wanted me to share our story. Through all the sadness, you can't help but feel her warmth and positivity that stayed with her right until the end.

My final days with Hollie are happy memories that I will hold dear for the rest of my life. There is no price tag for that. I believe that everyone who needs it should be able to access the sort of care that the Hospice was able to provide for Hollie and the support that has been given to me. It is people like me that know the true value, the true impact, of hospice care and the difference that those who so generously support the Hospice are really making. For this I say –
"THANK YOU"

Rodian

RODIAN MONTAGUE



Registered Office:

Woking Hospice, Goldsworth Park Centre,
Woking, Surrey GU21 3LG

Registered Charities Woking Hospice [1082798] and Sam Beare Hospice [1115439] and Company Limited by Guarantee in England and Wales No.: 3955487 [Woking] and 5822985 [Sam Beare].





thank you



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Registered with
**FUNDRAISING
REGULATOR**

Impact Report 2022/23

Woking & Sam Beare Hospice and Wellbeing Care

Woking & Sam Beare Hospice and Wellbeing Care [WSBH or the Hospice] is a patient-centred charity that delivers palliative and end of life care to people with life-limiting illnesses who live in North West Surrey [which has a population of approximately 360,000 people]. The Hospice also provides support to the carers and families of our patients.

The Hospice is funded through several different income streams that are both government [NHS] funding but also voluntary income through our fundraising activities, sale of goods through one of our shops, gifts in Wills, and other investments. We therefore have an obligation to report back to our stakeholders the difference that their support is making. As well as to share the impact that the Hospice has had on the lives of our patients and their families, but also the wider North West Surrey Community.

This Impact Report, therefore, is designed to highlight the very real difference we have made to the people we care for and to the North West Surrey healthcare system. As well as to provide an account to our generous supporters and volunteers of the impact that their support made in the financial year ended 31st March 2023.

“We truly could not do all we do without such tremendous support. As a healthcare provider so reliant on such good will, we also recognise the importance of two small words – “THANK YOU”.”

Hospices are a vital part of the health and social care system. They work across the system to reduce pressure on the NHS and train and support health and care workers. During the year reporting on, WSBH has continued to develop and strengthen its services as the world returns to “normality” since the pandemic. We have also prioritised focusing on our workforce and their wellbeing, and growing our training and development opportunities for staff and volunteers.

In the year reporting on, we also continued to celebrate our 25th Anniversary and we are very grateful to all those who took part.

Read on to find out what a difference our staff, volunteers, partners, and supporters are making and the resulting impact that WSBH has made to the people of North West Surrey.





VISION

To enable all those with life-limiting illnesses to live life to the full and to equip them to die with dignity.



MISSION

To be a centre of excellence delivering specialist palliative care, from the heart of North West Surrey, to people with life-limiting illnesses and support to those important to them. To continually improve by gaining, sharing, and applying knowledge. To raise both an awareness of our activities and the funds to deliver them.



VALUES

Caring and Compassion

Accountability

Respect

Excellence



Dame Deborah James DBE

1st October 1981 – 28th June 2022

As with all our patients, it was a privilege and an honour to have cared for Dame Deborah James.

Deborah James, who was known to many as “Bowel Babe”, was cared for by Woking & Sam Beare Hospice’s Community, Hospice at Home, and Wellbeing Centre Teams for the last weeks of her life. This is something that both Deborah and her family were keen for us to share, to help us raise awareness about hospice care. This included taking part in a very special BBC Breakfast tribute to the late bowel cancer crusader at the end of June 2022.

BBC tribute to Deborah



“Thank you for your support in helping our family care for Deborah at home.”

Deborah’s mum, Heather James

Impact Report 2022/23

Our year at a glance

Here we share just a few of our highlights from the 1st April 2022 to 31st March 2023. There simply isn't the space to include everything but we are equally grateful to all those who have supported us.

Throughout 2022, we continued to celebrate the 25 years of care that Woking & Sam Beare have provided to thousands of Surrey families year-on-year.

APRIL & MAY



Chertsey Panto donate £5.9k, which equates to 153 hrs of In-patient Care



Sam Beare Committee celebrates 15 years of fundraising an estimated £100k



Sponsored by Trident Honda, the **Dragon Boat Races** raises over £23k



We supported Hospice UK's **Dying Matters Week** 2nd-6th May

AUGUST & SEPTEMBER



485m Tractor Ride from Woking to County Kerry in Ireland in aid of Hospice Care



118 hour cycling challenge for the Hospice from London – Edinburgh-London



Woodland Walk raises £22k – enough to fund 524 counselling sessions for a child



Free Will Writing Month 26th Sept-28th Oct

DECEMBER & JANUARY



Light up a Life Remembrance Services



Domain Name Changed to **wsbh.org.uk**



Christmas Raffle raises over £30k, equating to 1,560hrs of In-Patient Care



Our Christmas Tree Collection Service raises over £3k

JUNE & JULY



Health and Wellbeing Charitable Golf Trust present a £42k cheque



The Hospice takes part in a **BBC tribute to Dame Deborah James**



Sam Beare Books [Weybridge] wins the prestigious **Muddy Stiletto's Award**



Natta Golf Day raises £10.2k for the Hospice, equating to 534 hrs of In-patient care

OCTOBER & NOVEMBER



Hospice **Trio Skydive** to raise £5k for Hospice Care



First **Dove Ball** since COVID to celebrate our 25th Anniversary raises £52k



Paul Weller's Wildwood Merchandise raises over £4k – enough to fund 142 Physiotherapy Sessions



Hospice Care Week 10th-14th Oct

FEBRUARY & MARCH



Seymours raise £33k – enough to fund 1,740hrs of In-Patient Care



Laughing Stock hits £90k, equating to 2,140 child counselling sessions



We celebrated all our **Surrey Half Marathon Runners**

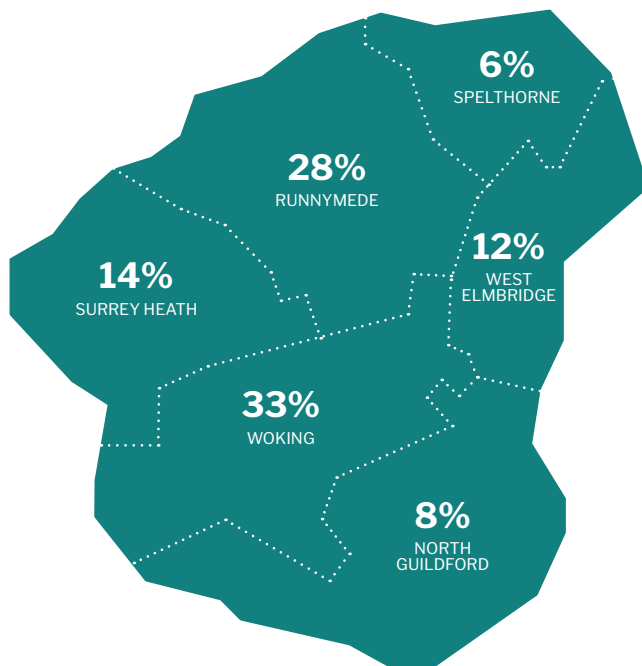


Retail proud to generate £581k for the Hospice – **“Every Purchase Helps a Patient”**

Delivering holistic care across North West Surrey

Hospice care is a vital part of the healthcare system and operates alongside the NHS. Like our sister hospices up and down the country [of which there are approximately 200], we provide palliative and end of life care to patients with life-limiting and terminal illnesses.

We treat all kinds of people, from all over North West Surrey and are proud to have been doing so for 25 years.



The map above shows the percentage of referrals to the Hospice from each of the six Surrey boroughs in North West Surrey that we serve.



What is holistic care?

We provide holistic care which means it is designed to cater for patients' physical, psychological, social and spiritual needs. Additionally, we also provide support for patients' carers and families.

The Hospice delivers its care through five primary services:

1. In-patient Unit [IPU] at Woking Hospice

Patients that are admitted to our 20-bed IPU and are cared for at the Hospice 24/7.

2. Community Care

Patients that are cared for in their own homes. The regularity of visits and contact will very much depend on patient need.

2. Hospice at Home

Very end of life patients that are cared for in their own homes.

4. Wellbeing Centre

Provides a range of services, therapies and social activities for day patients and their carers.

5. Counselling

Provides support for patients but also for family members [both adults and children].

Many are surprised to learn that over 80% of our services are delivered in patient homes.

All our services are delivered by a multi-disciplinary team of healthcare professionals that includes Consultants, Doctors, Clinical Nurse Specialists [CNSs], Registered Nurses, Healthcare Assistants, Physiotherapists, Occupational Therapists, Complementary Therapists, and Counsellors. They are supported by a range of support services from Housekeeping to Catering to Administration.

In 2022/23, we cared for **1,422** individual patients. **This is slightly less than in 2021/22 where we cared for 1,521 individual patients.**

As the pie charts below show, some patients will have accessed more than one of our services in the period that we are reporting on.



The percentage of patients accessing one or more services in 2022/23 compared to 2021/22



Key 1 Service 2 Services 3 Services 4 Services

Evidencing the impact of our care and its quality

The holistic nature of palliative care means that our goal is to help our patients live well and die comfortably and with dignity. The impact of our care can, therefore, be qualitatively measured by the feedback we get from our patients and their families. Patient Surveys are carried out routinely and feedback is monitored to identify where service changes may be required.

A sample of comments given and recorded in 2022/23 include:

“I am **extremely impressed** and very **grateful** for the **exceptional** treatment given by all staff at Woking Hospice.”

Testimony 1



“To the **lovely** community carers and the Hospice at Home Team. We would like to thank you all for the **dedicated, kind** and **passionate** care you gave to my wife in the last five weeks of her life. She really enjoyed your company and the time you spent **pampering** her. You were all so very **understanding, considerate** and **patient** with her and we **thank you** for your hard work.” **Testimony 3**



“Everyone was always **kind, supportive, attentive,** and carried out their individual roles **superbly. Thank you** to everyone for all of your help.”

Testimony 2





“My mum is being very well cared for and with great **dignity** and **respect**, as are all the family and visitors. The staff from all departments are lovely and can't do enough for everyone. **Thank you** so much for your **kindness** and **care.**” **Testimony 4**

“The seemingly impossible became possible. Somehow we were not alone anymore. So, this is from us to say **thank you** to all of you. Two little words, but they say it all!” **Testimony 5**



“I am a new service user. It is a slightly daunting prospect coming to a hospice but the welcome I received and continue to receive is **fantastic**. I look forward to coming each week.” **Testimony 6**



“All the staff helped make such a sad experience more bearable. They made the last **precious** time of my father's life a peaceful memory for which we will be **forever grateful.**” **Testimony 7**

Thank you from one of our patient's families



The Hospice cared for my late husband Anthony, or 'AJ' as he was known to his family and friends. The quality of the care was second to none and all of the staff could not have done enough to support AJ, our two sons and me.

AJ was a successful sales trader in the city. Although he was passionate about the market, his other passion was the countryside where he spent his spare time fishing and shooting. He was a truly wonderful man and was dedicated to his family.

AJ became unwell just after his 50th birthday and was diagnosed with shingles. He then began to suffer other symptoms and was later diagnosed with Non-Hodgkin's Lymphoma. After an exceptionally arduous few years we were then informed that he was in fact suffering from Neuromyelitis Optica Spectrum Disorder [NMOSD]. This is a terminal condition and meant that AJ's life expectancy at that point was anticipated to only be 9-12 months. It was at this stage that our GP suggested that palliative care was now needed and this was when we were referred to Woking & Sam Beare Hospice.

Neither of us had ever been to a Hospice before so we were naturally apprehensive, but it was such a calm and serene place and full of helpful, wonderful people. AJ was looked after so well. The doctors and nurses were all so friendly, kind and informative.

The facilities at the Hospice, the care provided to AJ and our family, and the counselling support provided for all of us has been amazing. The support given from the moment that we arrived was incredible.

I am very grateful and feel exceedingly privileged that we were able to benefit from this care and support. I passionately believe this sort of care should be available to everyone that needs it – THANK YOU.



Deborah



Overall ‘Good’ on a trajectory to ‘Outstanding’

The independent regulator for health and social care, the Care Quality Commission [CQC], last inspected the Hospice on 3rd December 2019.

The Hospice was assessed as compliant and rated ‘Good’ across all domains [Safe, Effective, Caring, Responsive and Well-led]. In the report the CQC stated: “Overall ‘Good’ on a trajectory to ‘Outstanding’”.

Since last year’s Impact Report there has been no cause for the CQC to inspect us further.

Participation in National Clinical Audits

We took part in the 2022 National Independent FAMCARE [Service Evaluation of Bereaved Relatives’ Satisfaction with End-of-Life Care] Audit for the 11th year running. This audit measures how satisfied the bereaved relatives of patients are with the services we have provided at the Hospice or in patient homes. The audit was undertaken between 1st June and 31st August 2022.

As in the previous years, the majority of results were either ‘VERY Satisfied’ or ‘Satisfied’.

Participation in Local Audits

As the Hospice has Service Level Agreements in place with Ashford and St Peters Hospital Trust for In-patient Care and Pharmacy, a number of external independent audits at a more local level were carried out during 2022/2023.

One example of an audit was ‘Infection Prevention & Control: Environmental’ and the following was the feedback we received from the independent inspection:

“The final score is 95% [**fully compliant**] and reflects the **excellent standards** I observed on both of the days that I visited. Please feedback to all staff who should be very proud of the **high standards** that they demonstrate while at work.”

Benchmarking

The Hospice submits data to national umbrella organisation Hospice UK for benchmarking on a quarterly basis. This enables comparison to similar sized hospices and the enter sector. The Hospice UK Clinical Benchmarking Toolkit focuses on three core safety areas, namely: Falls, Pressure Ulcers and Medications. **We continue to compare very favourably across all areas.**



thank you

Thank you to our Staff

YOU make a REAL
difference every day

One of our strategic objectives continues to be to investing in our workforce. As a people-led charity, we not only put our patients at the heart of everything we do but we also hugely value our staff and volunteers. The quality of our care is directly linked to having excellent people.

Liberating Leadership Programme

From September 2022 to February 2023, we introduced the Liberating Leadership Programme in partnership with neighbouring Phyllis Tuckwell Hospice. This meant the two Hospices could share venues and programme costs making it more cost effective. The programme was delivered by Jan Cowan from Iconis Learning and covered a five module programme [Managing and Leading; Building Great Teams; Developing Performance; Challenging Conversations; Leading Through Change].



Anonymised feedback examples:

“Very helpful overall. Definitely have learnt some good techniques that will help me to be a better manager.”

“It has given me a toolkit of communication approaches and how to help implement change in the work environment.”

“A fresh perspective on leadership and how the personas within my team work together and how I can help them grow.”

Training courses in 2022/23

The year ended 31st March 2023, has been an exceptionally busy one for our Training and Development Team, who have delivered various training courses to over 600 staff attendees. These have included [but not exhaustively]: European Certificate in Essential Palliative Care; Palliative and End of Life Care Programme; Advanced Communication Skills; NEBOSH Fire Safety; Sentinel Risk Management System; Food Hygiene and Allergens Awareness; Having Difficult Conversations; Medical Gas Portering; Legionella Awareness; and Excel Training. As well as more role specific development training for individual employees.

Annabelle, Ebay Lead from Retail and who completed a ‘Psychology of Business Customers’ course, comments: “I am very grateful to be given the opportunity to expand my career. I now feel more confident to help lead our Ecommerce Team to even greater things – THANK YOU”

The return of Schwartz Rounds

Schwartz Rounds returned in the summer of 2022 post COVID. These are in person forums that provide a structured approach, where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The purpose of Schwartz Rounds is to understand the challenges and rewards that are intrinsic to providing care.

Schwartz Rounds are designed to help staff feel more supported in their jobs, allowing them the time and space to reflect on their roles. Evidence shows that staff who attend Rounds feel less stressed and isolated, with increased insight and appreciation for each other’s roles. They also help to reduce hierarchies between staff and to focus attention on relational aspects of care.

Anonymised feedback from these sessions has demonstrated how valuable staff across the organisation find them:

“Really valuable, thank you for the hard work and effort put into it.”

“Lovely for different members of the Hospice Team to come together – great to discuss issues we all have in common.”

“Integration between clinical and non-clinical was really useful and gives insight.”



Clive Albury
Head of Retail

NEBOSH General Care Certificate

“Health & Safety is an extremely important part of everything we do and for Retail this is about ensuring that all 17 of our shops and large warehouse are safe for our staff, volunteers and customers. The Hospice has therefore invested in me to support my working knowledge of legislation and best practice in my role as Head of Retail.

It had been some time since I had done any sort of formal studying. The course was intense and required a two week tutorial period, independent study, a 24 hr exam and a supporting assignment. But it was worth it and the knowledge I have gained is undoubtedly having a positive impact on the quality of our various properties.

The Hospice is a fabulous place to work and I have been very grateful for all the encouragement and support I have received from my colleagues. And I am delighted to say I PASSED!”



Laura Harper

Advanced Clinical Nurse Specialist
Non-medical Prescribing Course

“Many of our patients have complex needs and require symptom management. And so it is very important that we are able to closely monitor a patient’s needs and condition and adjust any required medication accordingly. It is therefore very beneficial for our patients that nurse specialists like me are qualified to be able to respond quickly and for them to not have to wait for their next Consultant review.

We now have two Nurse Prescribers on the In-patient Unit and the impact of this is that it allows for more patients to be admitted and reviewed throughout the day. As well as allowing us as a team to accept patients over the weekend and later in the evening if required.

Not only has the qualification enhanced my own development but it also enhances the quality of the care that my colleagues and I are able to provide both at the Hospice but also in patient homes.”

Thank you to our Community

Every penny counts
to our patients
and their families

There are so many ways that the community supports the Hospice. There are far too many to list within the pages of this Impact Report, but each and every act of generosity does make a real difference to the thousands of Surrey families we are able to care for year-on-year.

We are also very grateful to all those that took part in one of our many 25th Anniversary celebration events throughout 2022.

Here some of our supporters share with us why they are so passionate about supporting the Hospice.



Jason Gaines-Burrill, who took part in an impressive 118 hour cycle over five days from London to Edinburgh and back to London and raised £30K:

“I think the Hospice is fantastic and I have been happy to support it over the years but wanted to do something special to mark its 25th Anniversary. I called this my Everest – cycling 1,000 miles from London to Edinburgh and back to London over five days. But it was all worth it to raise money for a charity that I feel so passionate about.”



Jennifer Simpson, Chair of the Sam Beare Committee that has raised around £100k over the last 15 years for the Hospice, explains what has inspired her to keep fundraising for all those years:

“The community nurses bring a ray of hope and lots of support into a home where someone is gravely ill. A sort of care not found anywhere else. Together we have made new and longstanding friends, who want to do something positive to help the Hospice.”

Julian Wakeling, Founder & Trustee of the Health and Wellbeing Charitable Golf Trust and who presented a cheque for £42k at the beginning of the year:

“This is a fantastic achievement and demonstrates how golf continues to bring our community together in a special way by supporting the vital work of Woking & Sam Beare Hospice. A very big THANK YOU to everybody who supported us.”



Linda Jagger, who organises and hosts Laughing Stock hit a cumulative £90k:

“Not only did everyone have a fabulous time, we also raised much needed funds for the Hospice who looked after my wonderful dad at home when he became very ill. He could not have received better care.”



Richard Roberts, Managing Director of Trident Honda that have donated thousands over the years to sponsor the Hospice's events:

“The Hospice cared for both my grandmother and my father, and over the years members of our staff have had family members who have also been supported by the Hospice. We therefore understand first-hand how important the Hospice is to our community.”



John Leane, who drove his vintage tractor from Woking to County Kerry in Ireland and has raised over £4k for the Hospice:

“After retiring I just wanted to do something meaningful and give something back to an organisation that is such an important part of our community. Most people at some time in their lives will benefit from the wonderful care that hospices provide.”

Thank you for leaving a Gift in your Will

In 2022/23, your generosity added up to an impressive

£1.481m

This equates to the cost of running our Community Nursing Team for a year – delivering vital care across North West Surrey in patient homes.

Thank you for shopping with us

Every purchase really does help a patient and in 2022/23 this equated to approximately

29,000 hrs

of In-patient Care

Thank you for donating your pre-loved goods to us

By also letting us know you are a UK Tax Payer and completing a Gift Aid Declaration in 2022/23 we were able to generate an extra

£204k

Thank you for playing the Lottery with us

You helped us to generate

£250k

which equates to the costs of running our Wellbeing Centre for a whole year.

Thank you to our Volunteers

for the difference
YOU make

The Hospice is supported by many volunteers who enable the Hospice to provide all of our services. We estimate that our Volunteers save the Hospice in excess of £1 million per annum in equivalent staff costs. Their social impact value to the community is, of course, significantly more. The immense value of these individuals is very much appreciated by the Staff and Trustees.

We have so many examples of the difference that our Volunteers make but in the year reporting on we have one story that is a true 'Good Samaritan' example.

During a heatwave in the summer of 2022, two of our Horsell Shop Volunteers, Margaret Marshall and Veronica Woodisse, were very quick to notice that an elderly customer was not well and straight away got her a seat, a drink and something to eat. They also ensured that she got home safely.

The daughter of the elderly lady was so touched by this act of kindness that she contacted the Woking News & Mail and they published a heartfelt story about how Veronica and Margaret so thoughtfully looked after a member of the community. This really embodies the values of Woking & Sam Beare Hospice and the huge contribution of our volunteers.



Shop Manager Sarah Cameron and volunteers Margaret and Veronica, Woking News & Mail

Thank you to our Corporate Supporters

The Hospice is proud to partner with so many local businesses. We are very grateful for the financial support but also for how you help to raise the profile of our brand and generate awareness about the importance of hospice care amongst your staff, clients, customers and suppliers.



Seymours
raises **£34k**
which equates
to **1,730 hrs**
of In-patient
Care

“We’re so grateful to all our corporate partners but we are particularly blown away by Seymours who really showed their commitment to our cause in 2022. We’re not only grateful for the financial donation but also the awareness and connection to the communities we’re developing with this relationship.”

Lucy McNally, High Value Partnership Manager

In January 2023, we had the pleasure of welcoming a team from Seymours Estate Agent into the Hospice to thank them for their incredible support in 2022.

The team of real estate professionals set out to raise £25,000 for the Hospice to mark our 25th Anniversary but they far exceeded it by raising £33,594.



Throughout the year, Seymours Staff took part in mountain climbs, regatta racing, golf tournaments, football tournaments and marathon running to name just a few. They also took part in our hospice-led events, including the Dove Ball and our annual Dragon Boat Race and Family Fun Day. At which Seymour’s became champions of the lake.

Thank you to our Business Supporter Group

Our Business Supporter Group is open to all types of businesses, ranging from sole traders to large companies, who want to meet other like-minded businesses from the local area. And who also want to ensure that access to specialist care is available to anyone who needs it across North West Surrey by supporting the Hospice.

Business Breakfast Meetings

Throughout 2022/23, we hosted a series of Breakfast Meetings which are a great opportunity to meet representatives from other local businesses of all sizes. As well as an opportunity to find out how they can best work in collaboration with the Hospice to benefit both partners.

The Hospice is incredibly grateful to Henchards, specialists in business exit planning, for generously sponsoring our Business Breakfasts. This has enabled us to bring our business community together throughout the year.



Calendar of events in 2022/23

20 MAY

MENZIES
BRIGHTER THINKING

GOLDSWORTH PARK

8 JULY


Hilton

WOKING

16 SEPT

Clandon
Wood 

25 NOV

INCHCAPE

TOYOTA
GUILDFORD

10 FEB


Seymours
WALTON-ON-THAMES

Thank you from one of our patient's families

for making Emma and Sam's
wedding day possible



Sam and Emma

The care that Woking & Sam Beare Hospice provides for our patients and their families goes far beyond just catering for patients' clinical needs. Our staff go above and beyond every day to ensure patients can live with dignity, respect and in comfort, but also to ensure they can live to the full.

An amazing example of just how special hospice care is and the very real difference that our supporters help us to make, is the day that two of our Clinical Nurse Specialists, Hayley and Julie, made terminally ill Emma's wedding day happen in September 2022.

Emma had met her partner Sam many years ago. He was her soulmate and childhood sweetheart. They were blessed with four children and had been planning their wedding for a long time.



On the day of the wedding, Emma thought she would need to cancel when she woke incredibly unwell. When receiving the call from Emma's sister, Hayley and Julie immediately came out to see Emma. Not only did they help to manage her symptoms but they stepped in to rescue Emma's special day.

Hayley comments:

"We knew that we couldn't change the outcome of Emma's illness, but we did have the opportunity to change the outcome of that particular day."



Hayley and Julie

How the Hospice is funded



All the income we generate is so we can continue to care.

“It was a horrendous time in our lives, which was made so much easier by the **amazing team** at the Hospice. They cared so well for my mum at the end and have continued to be a huge support to my family,” **Gemma Cook who ran the London Marathon in memory of her mum Karen.**

Financial Summary 2022/23

All our services are free for our patients and their carers and families.

Our financial position

In 2021/22, we closed the year with a financial surplus and we were stronger and better placed to take the charity forward than at any point in our 25-year history. But it is never possible to predict the challenges of the subsequent year ahead.

Like households across the country, the Hospice is managing through a post-Brexit/post-Covid period during which we have seen economic and political uncertainty which has been made worse by the awful conflict in Ukraine. We are experiencing increasing costs in all areas and, in common with our partners in the wider healthcare sector and the majority of hospices across the UK, there is greater demand for our services and huge pressure to do more with less. Inflation is impacting fundraising and spending in our shops due to the squeeze on disposable incomes. All at a time whilst our own costs spiral. A position that is not unique to WSBH. The rising costs of energy, food prices and staff costs to meet [be competitive with] NHS pay rises.

In a testing year as the result of a cost of living crisis, we closed the year ended 31st March 2023 with a deficit. According to Hospice UK, 96% of UK hospices are running deficit budgets. However, it is important to highlight that we have managed to build up significant reserves and at this time Woking & Sam Beare Hospice is still in a stable financial position.







How we fund our care

In line with the rest of adult hospices, WSBH gets approximately two thirds of its income through its fundraising activities, sale of goods in its charity shops, gifts in wills [legacies] and other investments. In the year ended 31st March 2023, NHS funding contributed approximately 36% of the cost of our clinical operations.

A pie chart to illustrate how we funded our care in 2022/23



Key

 NHS Funding	 Retail Activities
 Other Clinical Funding	 Gifts in Wills
 Fundraising Activities	 Other

How we spend our funds

Like any charity, we need to spend funds on our operations to ensure we are able to deliver our care and support services. We also need to invest in our workforce and ensure we provide safe and well maintained working environments.

The Hospice is accountable to both the public purse and to those that so generously support us. Therefore, it is important that we are transparent and that there are checks and balances to ensure that we spend our funds wisely.

For every £1 of charitable donations we receive:



87.2p

is spent on delivering patient care

12.8p

is spent on generating more funds and administration

Some additional social impact stats to share...

The Hospice's impact and value within the community is more than just the care we deliver. In 2022/23, we also added value by:



Employing

254 local people



Offering

650 Volunteering opportunities



Providing family fun events for more than

1,500 local people



Recycling approximately

350 tonnes

of items that would have ended up in landfill



Providing **17** affordable Retail Shops



Providing **98,450** website users with information



Sharing updates with approximately

20,000

social media followers



The Future

Woking & Sam Beare Hospice is part of a Nationwide Hospice Sector that provides care and support to approximately 300,000 people across the UK each year. Hospices are a vital part of the health and social care system. They work across the system to reduce pressure on the NHS and train and support health and care workers.

Since the pandemic there is growing need for the Hospice Sector's services as we are receiving referrals from younger and more complex patients as the direct result of later and/or missed diagnosis. According to Hospice UK, there are more deaths in 2023 than five-year averages and there are growing numbers of people dying in areas where hospices offer the most support. It is, therefore, vital that hospices remain an integral part of the healthcare system.

As we look to the future our priorities are two-fold – investing in our workforce and securing our longer-term financial stability. Both driven by the vision to ensure that all can access our high quality services at the time they need them.

With a new Strategic Framework for 2023/25, we have retained much of what would be classified as best

practice strategic objectives. We have also carried forward and modified some and have developed new ones in response to changes in the political and economic landscape and some of the workforce challenges we face. This relates to maintaining the competitiveness of our salaries and benefit packages.

Woking & Sam Beare Hospice is now an established member of the North West Surrey [NWS] Alliance, which is one of the largest public sector Alliances in the UK and is made up of local health and care organisations and local authorities. And we continue to be the lead for Palliative and End of Life Care for North West Surrey.

With our Alliance partners, we are working together for better health, care and wellbeing for the residents of Woking, Runnymede, Elmbridge, Surrey Heath, North Guildford and Spelthorne. We seek to tackle some of the most significant health and care challenges facing people in North West Surrey, transforming how we operate our services to meet the challenges posed to a 21st-century health system.

The Hospice believes we can achieve more by working together and we are committed to joining up health and care services and considering all a person's health, wellbeing, and social care needs.

But we cannot do it **without your support**

If you would like to help us be here for another 25 years please get in touch:

T 01483 881771 E fundraising@wsbh.org.uk



NW Surrey Alliance

Working together for better Health, Care and Wellbeing



LIGHT UP A
Life

A tribute to all those lost

The Hospice recognises that bereavement and grief take many forms. Not only do we provide counselling for families [including for children] after a love one has passed, we also host a number of remembrance services to reflect and celebrate the lives of those we have lost.

In December 2022, we hosted two church services and one non-religious service.

“We would like to thank St Dunstan’s Church, St Andrew’s Church and the Winston Churchill School for hosting our Light up a Life Services this year.”

From all of us at the Hospice



Queen Elizabeth II

21 April 1926 – 8 September 2022

During the year ended 31st March 2023, the nation mourned the loss of our longest standing monarch. Her Majesty was not just our Queen, she was also a daughter to her late father King George VI, and a wife to her late husband Prince Philip Duke of Edinburgh. As well as being a mother to the now King HRH Charles III, Anne Princess Royal, Prince Andrew Duke of York and Prince Edward, Duke of Edinburgh.

Our commitment to our supporters

Like most charities, the Hospice has an in-house Fundraising Team to generate additional income.

The Hospice is registered with the Fundraising Regulator and we endeavour to meet the high standards promoted by their Fundraising Practice by ensuring our activities are open, fair, honest and legal. We continue to work towards full compliance with all GDPR and other regulations to ensure we always respect our supporters' wishes and treat their privacy with the utmost respect. We ensure that staff are fully trained and understand their responsibilities in their respective areas.

We contact supporters in the ways that they prefer and adapt them as needed. Supporters can change their preferences at any time and we will not contact them if they ask us not to. We never share names, addresses, or other personal information with third parties for charity, commercial or fundraising purposes.

We genuinely appreciate feedback from supporters and the public and we review our fundraising activities in light of feedback and complaints we may receive. We take any Fundraising, Retail or other trading activity complaints that we receive very seriously. Any emerging trends then inform future practice and procedures to ensure we always treat our supporters' donated goods with respect and we provide the best possible shopping experience for our customers.



Thank you

There are far too many individuals, businesses, trusts and other organisations that have supported us in some way to list but we thank each and every one. We could not do what we do without you – thank you.





A vital part of North West Surrey's Healthcare System

Every penny counts...



£28

1 hour of
physiotherapy



£42

1 child counselling
session



£89

1 Community
Nurse visit



£467

1 day of
in-patient care

If you would like to support us please get in touch
on **01483 881771** or at **fundraising@wsbh.org.uk**

Woking & Sam Beare Hospice

E: info@wsbh.org.uk

T: 01483 881750

wsbh.org.uk

Woking Hospice

Goldsworth Park Centre, Woking, Surrey GU21 3LG



Registered with
**FUNDRAISING
REGULATOR**

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Sam Beare Hospice [1115439] and Company Limited
by Guarantee in England and Wales No: 3955487
[Woking] and 5822985 [Sam Beare]