



News from our Board of Trustees – June 2023

Patient's experience

A patient's experience of music therapy was shared with Trustees at our June Board meeting. Music therapy is one of the additional services we provide that can help people deal with all that they are facing. In this case, the therapist helped an elderly patient re-find her singing voice and compose a song filled with love for her husband and a celebration of the

history they shared.

It was incredibly moving to be able to hear her sing with the support of the therapist and to read the poignant lyrics she had written for him.

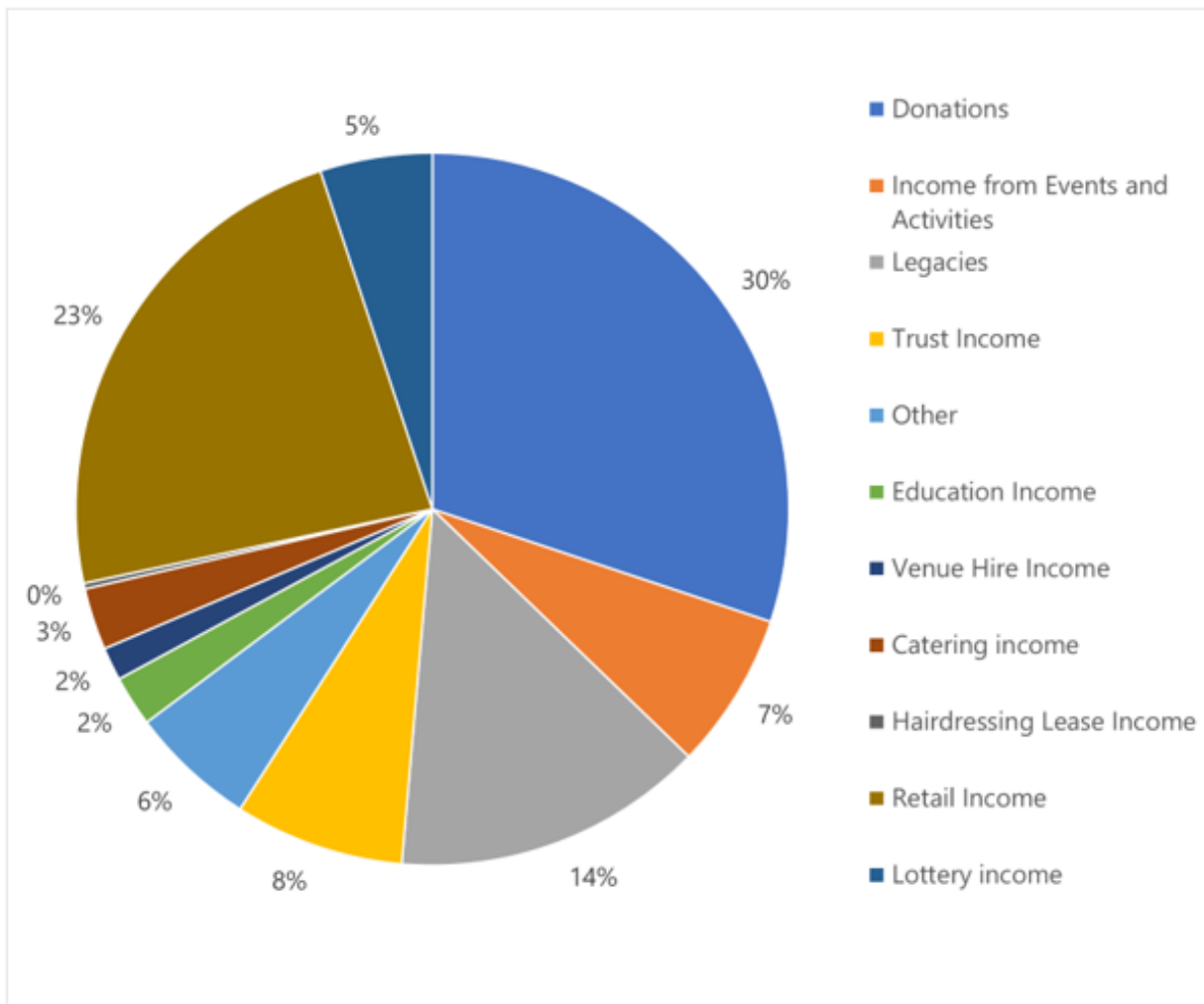
It is important that we always listen to a patient's story at each meeting. This keeps us focused on why we are here as a charity and what a difference we can make with compassionate and tailored services. It was doubly important in a meeting that focused on our ability to fundraise and generate enough income to make sure we can continue to provide the services, such as music therapy, which are paid for directly by the charity and not commissioned by the NHS.

Community support and income

As a Board, we recognise and are so grateful for the support we get from our community in so many different ways. Every donation and legacy and every bit of sponsorship and fundraising matters to us and our patients. We could not do all we do without that bedrock of support.



The presentation we received showed where the £4.26m income we raised in 2022/23 came from:



We have achieved less than we planned in some areas, so the Board needed to revise some of our projections downwards for the current year. We still believe we can do better in future and discussed how we could expand our retail strategy and where we need to invest to grow our future income. We also recognised the need to keep our supporters involved and informed in all that we do.



Policies and procedures

This Board meeting also focused on some housekeeping issues, making sure some of key policies such as Business Continuity and Emergency Preparedness and Performance Management were reviewed and up to date. These policies and the wider Board Assurance Framework, which we also agreed, help give us confidence as Trustees that we have the right systems in place to protect our services and achieve the charity's objectives.

Welcome Nicola

At this Board meeting we also had the pleasure of introducing a new Trustee. Nicola Scrivings is a welcome addition to our team, and we look forward to working with her and learning from her varied experience of other Boards.

Antoinette Jackson, Chair of trustees

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