

Pilgrims MATTERS



ISSUE 2

SPRING/SUMMER 09

www.pilgrimshospice.org

Registered Charity No. 293968



New Services Launched

Fantastic Fundraisers

The Youth of Today.....?

"Do Something" for Pilgrims



Chief Executive's Message

I am pleased to report that we are progressing well with the development of our services. Our community teams have been expanded and new programmes for patients and carers have been introduced with more to follow shortly. Our in-patient units also continue to provide much needed respite and terminal care. Overall 2008 saw a record number of 1775 referrals.

Providing increased services inevitably costs more, and we have been "raising our game" to increase funds. We have:

- Opened a new shop in Sandwich, a larger furniture shop in Dymchurch and an outlet store at Chartham. All have exceeded expectations.
- Acquired another shop in Whitstable and one in Cheriton, both of which will open this year.
- Organised successful large-scale fundraising events and planned more this year.
- Reduced costs by moving our lottery operation into the Canterbury site.

Raising funds remains a real challenge in these difficult and uncertain economic times. However with the support and encouragement of the people of east Kent in the past we managed to build and open a hospice during each of the economic downturns of 1982, 1992 and 2001. I am therefore confident that with such tremendous and ongoing support we can weather the current economic storm and sustain our services. Thank you for your commitment.

Steve Auty
Chief Executive



Living for Today — a new service

Living for Today is a series of programmes designed to support patients, families and carers coping with the effects of living with a life limiting illness.

The programmes include Caring with Confidence, Arts and Crafts, Stress Reduction and Healthy Living and are organised and run by members of the hospice team with support from other health and social care colleagues.

They provide a mixture of advice, information, guidance and activities. It is hoped that people will gain support and that their sense of well-being, ability to cope and quality of life will improve. The sessions are held at each hospice in Ashford, Thanet and Canterbury over a four - six week period.

For the first time, medical professionals working locally can refer generalist palliative care patients straight in to these programmes.

For more information about the services, contact Chris Smith on 01843 233920 or visit www.pilgrimshospice.org and click on Care.

Ian and Sue Mitcheson are the stars of the front cover. Ian is a patient at Ashford hospice and has launched a campaign to raise awareness of prostate cancer and complete his "Bucket List".

Productive Ward

Pilgrims Hospices have been fortunate to join in with a national programme that helps redesign work processes to improve the quality of care for patients. It is called 'Productive Ward - releasing time to care'.

Productive Ward uses a concept of 'Lean Thinking' developed from the Toyota Production System where things are in the correct place, at the correct time, in the right quantities minimising waste.

The programme is facilitated by the NHS Institute for Innovation

and Improvement. We have been extremely lucky to be funded for this by NHS Eastern and Coastal Kent. Canterbury Hospice has been chosen to be the 'Showcase' Hospice.

Nationally 40% of an acute nurse's time is spent at the patient's bedside whilst the remaining 60% is spent on other things, for example, unnecessary paperwork, walking, looking for, collecting and returning items.

The fifteen module programme explores what we do and how we can improve. So where will the

time saved be spent? With the patient of course!

To find out more or for a leaflet, please call Rowena Chilvers on 01227 782068 or call in to Canterbury Hospice and see the Productive Ward information area.



Super Gran takes to the Skies at 86 years young!

Adventurous 86 year old Pilgrims' patient Lydia Goodchild had the surprise of her life when she thought she was going plane spotting but ended up behind the controls of a light aircraft.

Devoted son Geoff Goodchild took the challenge to "Do Something" to spread the word of hospice care. He explains,

"Mum has attended Thanet Day Hospice since being diagnosed with terminal cancer just before Christmas. She has always been

up for a challenge and has even been speed boat racing with me. Since our contact with Pilgrims I have learnt so much more about hospice care. I hatched a plan to combine a surprise treat for Mum with the opportunity to tell people about Pilgrims."

With the help of TG Aviation at Kent International Airport and the hospice team, Lydia was surprised with a 30 minute jaunt around the skies of Kent.

Lydia was initially shocked but within seconds she was raring to go exclaiming, "I'll give anything a go, you are never too old to try something new."

Pilot John Waller said, "Lydia is the oldest person that I have flown

with, but she was so calm and took control of the plane as we flew over the coast. She brought it level with the iconic White Cliffs of Dover and flew all the way to the airport – she was so confident and didn't stop smiling"

On landing, Lydia told the waiting crowd, "That was brilliant – my heart's racing but I want to go in something faster!"

She spoke about Pilgrims saying,

"My day at Thanet Hospice is the highlight of my week. I forget I'm ill when I'm there because I'm treated like a friend rather than a patient. I've learnt to use the computer as well as becoming the best dominoes player in the group having never played before! I can't thank Pilgrims enough. The flight today has been amazing and I would encourage anyone to try something new if you get the chance."



"That was brilliant – my heart's racing but I want to go in something faster!"

"Do Something" for Pilgrims Fundraising NEWS



Supporters' Gallery

We are overwhelmed and delighted at your generosity and creativity in the ways that you continue to raise funds and sponsor events for Pilgrims Hospices. A BIG "thank you" to everyone who sky-dived, ran, walked, gardened, danced, drank coffee, quizzed, rowed and undertook all sorts of extreme and not so extreme activities for us – you are too numerous to mention by name but you know who you are and so do we!

Thank you

Community Groups

A very big "Thank You" to everyone involved in our Community Fundraising Groups across the whole of east Kent. In spite of the economic slowdown, you managed to keep pace with 2008's magnificent efforts and yet again have raised record funds for Pilgrims Hospices.



Join a Fundraising Group in your area..... we are always looking for new members with enthusiasm, new ideas and a little time to support our existing and experienced groups and maybe to start a group of your own! To find out more, call 01843 233934.

Extreme Fundraising

- Are you an adrenalin junkie or someone who likes a personal, physical challenge?
- Thinking of cycling to Cuba, swimming the Channel, running in a marathon or climbing a mountain?
- Maybe you want to "Do Something" in memory of someone but are not sure what?



If you can answer "yes" to any of the above questions, why not join the ranks of the "extreme" fundraisers who have put their bodies and minds through extreme physical and mental pressure all in aid of Pilgrims Hospices?



We have lots of ideas on challenges that you can undertake and can put you

in touch with the right organisations who can make this happen.

If you have your own extreme idea and want to organise something for us, we definitely want to hear from you!



NEWS FLASH!

CALLING ALL RUNNERS

2009 - CANTERBURY Half Marathon 24th May • BUPA London 10K 25th May • Thanet Fun Run 4th October
2010 - LONDON Marathon & BUPA London 10k places available for 2010



Stepping out at midnight!

Here come the Girls again! If last year's walk is anything to go by, the atmosphere will be "strictly fun" and our pink, fun & fairy theme should add some extra pizzazz to the night! So, gather your girlfriends and all the other women that you know and sign up for a novel night out. We are aiming high this year and offering places to 2000 ladies with two walks to choose from:

Saturday 6th June 2009

Deal seafront for an easy, flat 8km walk along the seafront at Deal to Walmer and back

Saturday 13th June 2009

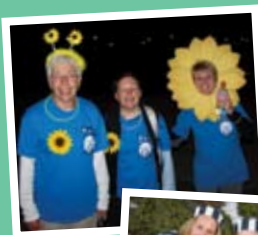
Ashford urban route for a 9km walk, also flat, in a circular walk from McArthur Glen Designer Shopping Outlet

Fee: Only £15.00 to register in return for a promotional t-shirt, a handy bag to use on the night and some excellent tips on how to raise the essential funds that we need. Lots of "sweet" surprises on the night and a chance to have your feet massaged after the walk!

Bonus: Two training walks in May to get you in the mood and a pamper day prize draw to incentivise you after the walk

How to Register and find out more: Visit our website to register: www.pilgrimsmidnightwalk.org or call 01227 782062

PS: Your men folk are not being excluded nor are ladies who want to help but don't want to walk. There are plenty of volunteering opportunities on the night and leading up to the events, so please step forward!



Hospice Summer Fetés
Canterbury – 4th July
Thanet – 11th July
Ashford – 1st August

Canterbury charity office 01227 812601 ● Thanet charity office 01843 504102 ● Ashford charity office 01233 504102

Visit the "What's On" section of our website: www.pilgrimshospice.com for all upcoming events that are happening in your local area

Go Yellow this summer

Yellow is **THE** colour this summer and we'd like you to embrace it in all sorts of creative, fundraising ways..... have a "dress yellow" day at work or school, window dress your shop in yellow, have a yellow picnic, design a yellow dish of the day, have a yellow dinner party, make your coffee morning cakes yellow, have a yellow stall at your local summer feté – the list is endless!

Our Hospices and community fundraisers will be selling yellow **SUNFLOWERS** at every opportunity – please show your support and buy one or two or hundreds....

For a Go Yellow poster for your office, club or school noticeboard, please contact your local Fundraising Office and tell us how you are going to make your summer a yellow one for Pilgrims. Go Yellow this Summer will be running throughout June, July & August.

Your Light Bulb moment!



Pssst..... if you have an idea for fundraising, however crazy, however low key, please share it with us - don't keep it to yourself. Embrace your passion for football, fashion, rambling, worm charming, knitting, quizzing, cooking or plain old-fashioned line dancing and put on an event for Pilgrims Hospices! Every idea is a good idea and our Fundraising team are keen to talk to you and can give you advice on how to get started. Visit our website for some ideas that might just inspire you. Check out the A-Z of Fundraising ideas on the Fundraising pages www.pilgrimshospice.org

THE YOUTH OF TODAY ...?

Helena Barber, Youth Fundraising Co-ordinator, reports from the front line.

"If you listen to the radio, watch TV or read the papers your first thought about the missing word in the title might be rather negative. From Pilgrims' point of view – the youth of today are FANTASTIC.

"From cake sales and sponsored challenges to carol singing and non-uniform days, the young people of east Kent continue to play their part in supporting Pilgrims Hospices. I am constantly amazed by the over-whelming support given by schools, colleges and university students and feel so privileged to be able to support their fundraising efforts and help them learn more about palliative care and the vital work of hospices.

"With so much support but so little space I would like to say a BIG thank you to ALL our young supporters, their parents, teachers and youth leaders!

"A special mention goes to budding young fundraisers: Josh Cozens, Anton Button, Noah Cheesman and Ben Relf as well as to our young friends who have adopted Pilgrims Hospices as their main charity of the year: CATS Canterbury, Canterbury Christchurch Union Football Club, Beauherne Primary School, The Abbey School, The Folkestone Academy, Folkestone School for Girls, Highworth Grammar School for Girls, Willesborough Infants School, St Augustine's Catholic Primary School, and Birchington CE Primary School.

"Please get in touch if you are fundraising for Pilgrims Hospices at your school, college/university or youth group. We would love to hear from you!"

Helena Barber

To book a school talk or to find out more about schools and youth fundraising email helena.barber@pilgrimshospice.org



STOP PRESS!

A brand new course for teachers and school staff working with children facing loss and bereavement will be available in autumn 2009.

To find out more email helena.barber@pilgrimshospice.org



Public and Patient Involvement, *your Hospice needs you.*

Pilgrims Hospices consult with patients, carers and other medical professionals regularly about a wide variety of issues. As new services develop and existing ones are improved the hospice needs to seek the views of more people than ever before.

The aim of the work is to make it easy for people to get involved, this could be through focus groups, questionnaires, telephone interviews, web cameras or online polls to name a few. New and innovative ways to involve anyone who wants to input are always welcome.

Over the coming months, planning for services and communication will rely on engagement with patients, carers and medical professionals. If you would like to be involved, please contact Becky Sellen on **01227 782061** or email becky_sellen@pilgrimshospice.org

OUT OF HOURS SUPPORT LAUNCHED

A new telephone service offering support and advice to Pilgrims Hospice patients and medical professionals working in east Kent has been launched enhancing our existing service.

Working with South East Health Ltd, Pilgrims specialist palliative care advice is available seven days a week between 5pm and 12 midnight and again from 7.30am – 8.15am. Project lead Lyn John explains "Our Clinical Nurse Specialists found that many patients and medical professionals needed support late at night and early in the morning when the usual channels are unavailable."

The new service ensures that specialist palliative care advice is available at those times.

More information can be found at www.pilgrimshospice.org or call **01227 782061** for a leaflet.

Clinical Teacher to join the team

One of the Hospices' objectives is to become the preferred palliative care education provider for east Kent. To ensure we achieve this, the hospice is in the process of recruiting a full time Clinical Teacher. The teacher will deliver clinical education and training in an interactive and creative way for Pilgrims Hospices staff and local healthcare partners. The Clinical Teacher will be based in Canterbury, but will deliver courses at all hospices and in the community.

To keep up to date with education and training courses and study days delivered at the Hospices, please visit www.pilgrimshospice.org website and use the Education and Training link.

Furniture donations

If you have good quality second hand furniture you no longer want, please consider donating it to Pilgrims.

We sell the donated furniture at our hospice shops in Dymchurch, Dover, New Romney and at the new warehouse outlet in Chartham.

There are some real bargains to be had but of course we always need more to sell. **Anyone wishing to donate furniture should call 07974398295 to arrange a collection.**

Pamela Grace Gann - Her Legacy

Pamela Grace Gann was born in Surrey in 1926. She worked for the BBC and served in the armed forces until she retired to Whitstable where she was joined by her sister-in-law Pat.

Unfortunately Pam was diagnosed with cancer in July 2005. She received treatment at the Pilgrims Hospice in Canterbury before she died at home in 2008. Her sister-in-law Pat said, "Pam wanted to give a gift to Pilgrims Hospices in her Will because she got so much out of her time at the day hospice. She particularly enjoyed the art sessions and looked forward to going every week."

She added, "I am glad that Pam left part of her estate to Pilgrims Hospices. The hospice team let me know that the £20,000 gift is enough to buy half of the medical supplies needed for a whole year. She would be really pleased to know that her gift has helped so many people."

If you would like to find out more about leaving a legacy in your Will, please complete the form at the back of the magazine and return to Pilgrims Hospices.

Play Pilgrims Hospices Lottery

Since 1996 Pilgrims Hospices Lottery has raised over £4.1 million for the charity. The lottery is a great way to give to a local cause and be in with a chance of winning substantial cash prizes.

EVERY WEEK players can win a share of the **£4000** prize fund.
EVERY WEEK one lucky player wins the first prize of **£2000**.
EVERY WEEK players are in with a chance of winning the **ROLLOVER** prize which accumulates by **£500** per week up to a total of **£20,000**.

Pilgrims Lottery Players have a **1 in 160** chance of winning a cash prize.



You've got to be in it to win it, so join today!

To play, complete this form and send to: Pilgrims Hospices Lottery Ltd., 56 London Road, Canterbury, Kent CT2 8JA

I would like to play Pilgrims Hospices Lottery every week.

Title	Name
Surname	
Address	
Postcode	
Telephone No	
Email	

- STANDING ORDER:** Please call the Lottery Office on **01227 379741**
- CHEQUE:** Please send £13 for 3 months, £26 for 6 months, £52 for 12 months
- DEBIT CARD:** Please call the Lottery Office on **01227 379741**
- CASH:** Send no money now, send completed form to the Lottery Office
- Players must be **16** or over, please play sensibly, licensed by the Gambling Commission www.gamblingcommission.gov.uk

How can I help Pilgrims Hospices?

BY REQUESTING INFORMATION ON:

(please tick)

- Becoming a lottery collector
- Leaving a gift in your Will
- Joining a local fundraising group
- Regular giving to Pilgrims Hospices
- Volunteering at Pilgrims Hospices
- In memory donations

BY MAKING A DONATION:

Please find enclosed a donation of **£**

Title	Name
Surname	
Address	
Postcode	

The most effective way for us to communicate with you is by email. If you would be prepared to receive any further information from us by email, please write your email address below:

Email

giftaid it If you are a UK taxpayer, we can claim back 25p in the £ with a further 3p coming from the government. Making a £10 donation worth £12.80 at no extra cost to you.

- I am a UK taxpayer and would like Pilgrims Hospices in East Kent to treat all donations I have made since April 2000, and all donations hereafter, as Gift Aid donations. I understand that I must have paid an amount of income or capital gains tax (in the UK) at least equal to the tax that you will reclaim on my donations.

Signature

Date

Pilgrims Hospices is registered under the Data Protection Act and retains information about its supporters on a database. Your name and address will not be disclosed to any other organisation. We may from time to time, send you news about Pilgrims Hospices and information on fundraising events. If you would prefer not to receive this information, please tick this box

Please return using the envelope provided to: Pilgrims Hospices Supporter Services, 56 London Road, Canterbury, CT2 8JA.



Hythe Road, Willesborough, Ashford, TN24 ONE
t 01233 504100 f 01233 504132

56 London Road, Canterbury, CT2 8JA
t 01227 459700 / 812612 f 01227 812606

Ramsgate Road, Margate, CT9 4AD
t 01843 233920 f 01843 233931