



South Bucks Hospice

at **Butterfly House**

Outpatient care enhancing quality of life

Carole Hildreth, our Day Services Manager, gives us an update on what we've been doing this year:

Welcome to our winter newsletter

I'm Carole Hildreth and I am the Day Services Manager here at South Bucks Hospice.

With Christmas fast approaching, I would like to share with you some of the things that we have been doing here at the hospice over recent months and to also give you an insight into some of the care and services we provide.

We have invested in our clinical activities and have been able to recruit new staff to enhance our services. However raising funds to support these services remains increasingly challenging so please, if you can, help spread the word about South Bucks Hospice.

Our patients are always at the heart of everything we do and we are committed to giving the best care and support possible. We rely heavily on the generosity of our community to fund our services and without this and our wonderful volunteers we would not be able to provide the level of care that is very much needed. So thank you to everyone who has supported us this year. I would also like to thank those who have shared their personal stories, helping us to promote our services and help others.

I hope you enjoy our newsletter and, on behalf of everyone at the hospice, I would like to thank you for your ongoing support of our vital services.

With best wishes,
Carole



MESSAGE ON A STONE

A lady who uses our services painted this stone and we love it! It's currently in our garden and the back reads: "you have happily stuck by me during times I've had it rough, for this and other kindnesses I can't thank you enough."



TAP TO PAY

You can now make a donation using contactless payment at the hospice! Look for the 'Goodbox' on the fundraising table in the Reception area.



NEW ROLES AT THE HOSPICE

We are constantly evaluating our services and trying to adjust them to meet the needs of people across South Buckinghamshire. After careful consideration we have decided that we needed to create some new posts within our clinical team to help increase the number of people we can see and the ways in which we can help them. So we are really excited to announce the following new posts at the hospice:

- almoner
- palliative care nurse

An almoner is somebody who is able to give advice and help to people regarding local services or benefits entitlements. This might involve sign posting people to other services or helping to complete benefit forms. Navigating the benefits system can be tricky at the best of times, so being able to provide this support to someone with a life threatening illness could be invaluable.

We have also recruited a palliative care nurse, whose main goal will be to help develop and evaluate the care we offer to help improve the quality of life for the people who visit us. The palliative care nurse is essential for the running of our day services and will be able to give assessments to people who are referred to our services.

These new roles are only possible due to the support we receive from the local community. If you would like to learn more about the work that we do or to help support our work please visit: sbh.org.uk or call: 01494 552 750.



INTRODUCING GERRY WIGFIELD, OUR ALMONER

Hello,
I'm Gerry Wigfield and I am very pleased to introduce myself as the Almoner based at Butterfly House. My role is to assist and support patients, their carers and families with their social, material and administrative needs. I can help with things such as:

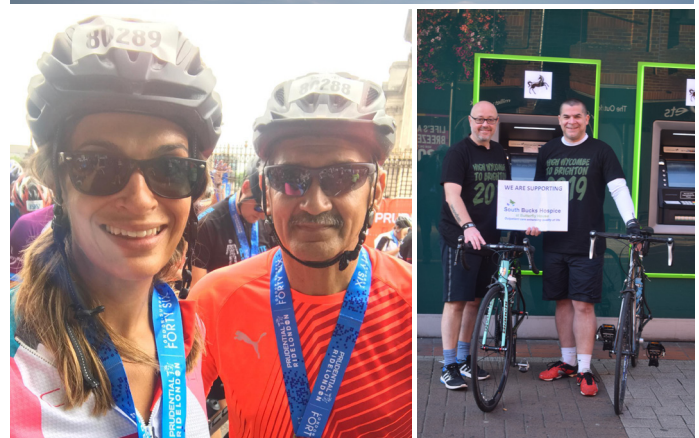
- Assisting in the provision of information on local social services.
- Assisting in the completing of claims forms for benefits such as Attendance Allowance, Personal Independence Payments and Carers Allowance.
- Directing patients, their carers and families to other organisations in the community who may be able to offer help and support where needed.

I am at the hospice three days per week, usually on a Monday, Wednesday and Thursday. So if you would like to meet with me, please ask a member of staff or email me directly: gerry.wigfield@sbhospice.org.uk

HOSPICE SUPERSTARS

The support we receive from our local community every year is phenomenal! Whether people are getting on their bike and taking part in Ride London, lacing up their running shoes and taking part in a marathon or using some elbow grease to whisk up some tasty treats for a cake sale, we couldn't do this without your support. Thanks to your help we have been able to offer our vital services to people with a life threatening, progressive or terminal illness, so thank you from everyone at South Bucks Hospice.

It costs around £1 million a year to fund everything we do, so we are always in need of new Hospice Superstars to fundraise for us. Do you want to be our next Hospice Superstar? Our fundraising team would love to hear from you, so please get in contact by calling: 01494 552 761 or emailing: fundraising@sbhospice.org.uk



GP SURGERIES IN HIGH WYCOMBE LAUNCH PRIMARY CARE NETWORK AT BUTTERFLY HOUSE

GP surgeries from High Wycombe celebrated the launch of a new collaboration at Butterfly House in September. The idea behind the Primary Care Network is to enable GP surgeries and other community based health services to work together and reach more people in the local community. The GP surgeries that attended were Kingswood, Priory, Tower House, Desborough and Hazlemere.

On the day, staff from the surgeries also arranged a raffle, with some great prizes donated by local businesses and a 'bake off' to raise funds for the hospice. They were also treated to a tasty lunch which had been prepared by Clare, our Chef, and her lovely volunteers.



Allison McQueen-Luzar, who is the Practice Manager at Kingswood Surgery said: "We picked Butterfly House because it's the most wonderful day hospice. It looks after people who need palliative support and have terminal illnesses, and their families. It's such a wonderful facility that we have here, right in High Wycombe."

We hope that by collaborating and working closely with GP surgeries, we will be able to help more people in South Buckinghamshire who would benefit from our services, who will be able to be referred to us much quicker so that they can get the support they need.



CHRISTMAS CAMPAIGNS

Wear something festive day. Put on something festive and support your local hospice. Get your family, friends, work colleagues, school and pets involved! Taking part? Please let our fundraising elves know by emailing: fundraising@sbhospice.org.uk

Sponsor a nurse this December – We are asking local businesses to consider donating £145 to help pay for the cost of our nurses during the festive time of the year. For more information or to make a donation please call: 01494 552 761



Wear something festive day

Put on something festive and support your local hospice at Christmas!

When: Friday 6th December (date doesn't work? Pick your own day!)
How much?: £2 adults, £1 children

Want to take part? Please let our elves know by emailing:
fundraising@sbhospice.org.uk



Registered Charity
no. 1128881



Sponsor a nurse this December

We know that our nurses are worth their weight in gold so do something great, sponsor one of our nurses this December! It won't cost you as much as a bar of gold either.

South Bucks Hospice are asking all local businesses to consider donating £145 to help pay for the cost of our nurses during the festive time of the year.

Registered Charity No. 1128881

THE HOSPICE LOTTERY HAS RAISED OVER £2 MILLION FOR SOUTH BUCKS HOSPICE

We have received over £2 million pounds from the Hospice Lottery since it started in 1997 thanks to the dedicated team at The Hospice Lottery Partnership and to those who take part. Playing the Hospice Lottery is a great way to support our hospice care. Entry to the weekly draw costs £1, with the chance to win a top prize of £1,000. You can play online or visit the partner hospice shops across the area who also sell weekly tickets.

To find out more visit: hospicelottery.org.uk



The Hospice *Lottery*



COMPLEMENTARY THERAPY AT SOUTH BUCKS HOSPICE

We offer complementary therapies to our patients to support symptomatic relief from the common side effects of diagnosis and treatments. People will sometimes experience different benefits from a complementary therapy, but the aim is to make the person feel more calm and relaxed. Treatments may also provide relief from pain, anxiety, depression, nausea, stress and promote better sleep. Some of the treatments available include: aromatherapy massage, reflexology, reiki, beauty therapy (hair & nails, facials with techniques and products designed specifically for cancer patients), acupuncture and Indian head massage. We also run classes such as one for mindfulness and sessions by Look Good Feel Better.

The department is always on the look-out for qualified therapists to volunteer, so if you are interested they would love to hear from you. So if you want to join a very friendly team and help support your local hospice, please contact our Volunteer Coordinator by calling: 01494 552 764 or by emailing: volunteers@sbhospice.org.uk



CHRISTMAS CARDS - AVAILABLE NOW

Our Christmas Cards are now available in our Bourne End and Hazlemere retail shops, on eBay (collection from Butterfly House only) and at Butterfly House. Each pack contains 10 cards of 1 design and cost £3.00 per pack. We have also started selling greetings cards at our shops and at the hospice, so have a look for them next time you're in.

To visit our eBay shop, go to ebay.co.uk and search for 'South Bucks Hospice'.

A MESSAGE FROM MICHAEL COLE, VOLUNTEER CO-ORDINATOR

As we approach the end of the year, on behalf of all at South Bucks Hospice I would like to take this opportunity to extend our warmest and most grateful thanks to all of our volunteers. You are very special people who ensure that the Hospice keeps running. We currently have just over 200 volunteers and are always looking for new volunteers to join us. In particular, we need volunteers to help with fundraising, at the retail and reuse shops and in reception. If you know of anyone who is looking for a rewarding challenge then please direct them my way. This year, we changed and improved our Volunteer Induction Program and I have enjoyed seeing many of you at our monthly training days. Wishing you all every best wish this Christmas and I look forward to working with you in 2020.

To contact Michael please email:
volunteers@sbhospice.org.uk
or call: 01494 552 764

GIFT AID – TICK THE BOX

If you are a UK tax payer donating through Gift Aid may mean that we can claim an extra 25p for every £1 you give and it will not cost you any extra. Gift Aid makes a massive difference to the donations we receive, so please make sure you 'tick the box' on your Gift Aid declaration form to make your donation go further.

OUR SHOPS - UNIQUE PRESENTS AND UNWANTED GIFTS

Like most retailers, the festive period is a very busy time for our shops. We have a great selection of items available to purchase at our shops in Bourne End and Hazlemere as well as our two re-use shops based at the Household Recycling Centres at High Heavens in High Wycombe and Aston Clinton.

So if you're after a unique Christmas present or want to donate an unwanted gift, please pop into one of our shops.



DAY IN THE LIFE OF SHARON, OUR HAZLEMERE SHOP MANAGER

How long have you worked as Store Manager of our Hazlemere shop?

For about 13 years.

What does your typical day involve?

No two days are the same. We sort through donations, steaming items, pricing and putting donations in the shop for sale.

What's your favourite thing about Christmas?

I love Christmas dinner! Being a trained chef I absolutely love preparing and sitting with my family to enjoy it.

What is the most unusual item that has been donated to your shop? Some are not suitable to mention on here! But the most recent is deer antlers.

What would make it easier for you when people drop off donations?

We are always happy to receive donations, but if we are busy, if we could have the Gift Aid details on the bag that would save our volunteers lots of time.

How many volunteers do you have helping you?

At the moment we have about 22 in the Hazlemere shop who give us anything from 1 hour to a full day. We will always welcome more.

How many sacks of clothing do you receive each week?

Hundreds and I really do mean HUNDREDS. We always need more donations though.

What's been your favourite item that has been donated in your shop?

We had a lady come in with her hand made wedding dress from the 1950s. It was so heart-warming to hear her story and the fact that she chose us to donate it to.

Why should people shop in their local South Bucks Hospice charity shop?

We have everything. We are also part of the local community that is making a big difference for a local charity.

SOUTH BUCKS HOSPICE – A BRIEF HISTORY OF OUR CHARITY

South Bucks Hospice was founded by Edie Pusey in 1986. Edie, who was a nurse at Wycombe General Hospital, went to a car boot sale and raised £2.63. Edie wanted to set up a home nursing team to help people who had received treatment and needed a little bit of extra help. By 1989 eight nurses, called 'The Edie Pusey Nurses', were employed to offer a 24 hour home nursing service.

By the mid-1990s we were able to move into a building on Amersham Hill in High Wycombe, this was sadly after Edie herself had passed away after her own battle with cancer. The house we were based in was converted to make it suitable for hospice care and was officially opened on 8th February 1995 and renamed 'Edie Pusey House'. This was the start of South Bucks Hospice as we know it today.

Over time the services that we offered were expanded to meet the needs of the local community which meant we were seeing more and more patients. This was great for the hospice, but ultimately we started to outgrow the building we were based in which led to the start of a search for a new home for South Bucks Hospice. After discussions with Bucks County Council, it was agreed that the new hospice could be built on the old Kingswood School development site, a great location for our new state-of-the-art hospice.

From making the decision to move to getting the keys for the new building, it took about 5 years in total and it was definitely worth the wait! After over two years at Butterfly House now it really feels like home to us. While the building we are now based in is very modern, we still hold onto the values that Edie had for providing care to the people who need it free of charge. We are always assessing how we can improve our services and looking for new ways to provide care that is effective and makes a difference. So thank you to all those who have and are continuing to support us along our journey in helping us to provide hospice care to those in need of it.

Our old hospice, Pusey House 9A on Amersham Hill, High Wycombe →

A JOKE FROM YVE

WHO HIDES IN THE
BAKERY AT CHRISTMAS?

A MINCE SPY!

WILLS

In November we were very pleased to welcome Kidd Rapinet to the hospice, who came to give a talk regarding Wills and Lasting Powers of Attorney. It's something that many of us don't think about or perhaps will have something that was prepared years ago and is no longer up-to-date. This very informative talk was a great way for people to consider the benefits of acting now to make sure that preparations are in place for the future. Writing a Will for example will ensure that your loved ones and the causes you care for are taken care of exactly as you would wish. Attendees also had the chance to ask questions and were able to get many of their questions answered at the talk, thanks to the expert knowledge of Kidd Rapinet solicitors.

We are planning to hold more of these events in the coming year and will let you know once we have the dates finalised so that you can pop into the hospice for an informal discussion about Wills and Lasting Powers of Attorney and also enjoy some tea and cake! No matter how big or small a donation, leaving a legacy can help us to make sure that we can continue to provide our services for future generations. Legacies are exempt from inheritance tax and are a tax-efficient way of making a gift to charity. It is a powerful and effective way to support the work of South Bucks Hospice in helping families throughout the community.



SUPPORT GROUPS

You don't have to be a patient at the hospice to attend one of our support groups. We run support groups so that people are able to meet and share their own experiences and also hear from other people who are going through a similar experience to themselves. It can be difficult to express how you really feel to your family and loved ones, so our support groups are able to act as a safe space where no judgement will be made.

Some of the support groups that are run at the hospice are the Lymphoedema support programme, Bereavement group, Uplifted - Breast Cancer support group, Brainwaves support group (for people with a malignant brain tumour diagnosis), Mindfulness group and the Cancer support group.

If you would like to find out more information or would like to attend one of our support groups please contact our nurses by calling: 01494 552 755 or emailing: nurses@sbhospice.org.uk

COUNSELLING AND OUR CHAPLAINCY SERVICE

Lisa Mass is our Head of Counselling and Family Support at the hospice. Our counselling team are able to offer individual, couple and family counselling sessions to people who have been affected by a progressive, life-threatening or terminal illness. The aim all of our counsellors have is to help you come to terms with your illness and to help you understand your emotions. Offering couple and family counselling sessions also means that we are able to help support your family at the same time, so your partner or your children have an opportunity to talk about how they feel.

We are also able to offer spiritual support through our chaplaincy service at the hospice. Often when a person is diagnosed with a life-threatening illness, they may seek solace in a faith that they follow or have lost. You may have feelings that cause you to question your beliefs or you might have questions about different faiths. Our multi-faith spiritual support programme will provide a dependable, non-judgemental, listening ear to help you come to terms with your challenges.

EASYFUNDRAISING

Have you heard of easyfundraising? It's a really simple way of raising some money for charity whenever you shop online and it's totally free to use! At this time of the year a lot of people will be making purchases online, so if you are one of them please consider using easyfundraising before you start your shopping.

They have over 3,700 sites you can shop on for food & drink, fashion, insurance and travel. Before you start shopping visit: easyfundraising.org.uk, choose a cause to support (South Bucks Hospice) and then click on the website you would like to shop on.

We'll then get a donation from any purchases that you make!

PHYSIOTHERAPY

The physiotherapy team consists of two members of staff and have their own specialist physiotherapy room with equipment. The people who come to us for physiotherapy can usually take part in sessions either by themselves or as part of a group. We are also able to offer neural acupuncture which integrates classical Chinese acupuncture with neuroscience.



2020 DATES FOR YOUR DIARY

Sunday 9th February - We're pleased to announce that our Snowdrop Sunday will be taking place at West Wycombe Park. So please join us for a lovely afternoon!

Saturday 28th March - The Bisham Concert Band and Glee Club UK are performing at Wycombe Abbey School in aid of the hospice. If you have been to the last couple of concerts you will know just how amazing this evening is.

CHRISTMAS BUCKET COLLECTIONS

Christmas bucket collections

- Wednesday 4th December - Asda, High Wycombe
- Saturday 7th December - Marks & Spencer, Marlow
- Thursday 19th December - Waitrose, High Wycombe

Come over and say hello if you see us!

A Christmas message - thinking of you

We know that Christmas for many people can be a difficult and emotionally painful time of year. If you know someone who is grieving the loss of a loved family member or friend this Christmas let them know you are thinking of them.

Here are a few suggestions in how you can support the bereaved:

- Make contact
- Invite them for a cup of tea
- Listen to them without judgement to how they feel
- Be mindful if you are sending Christmas cards to those who are grieving, perhaps consider sending a 'Thinking of you' card
- Tell them about the bereavement group that we hold each month at the hospice

So let someone know that you are thinking of them this Christmas time and that you are there for them.



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