

Summer 2018

NORTH·LONDON
HOSPICE

Registered Charity No. 285300

Life

Keeping you up-to-date with North London Hospice



02 Record Attendance & Record Temperatures at Big Fun Walk 2018

04 It's All Change in the Chair. Farewell John, Hello Lis!

08 '10 Reasons To Give' Campaign



www.northlondonhospice.org





**IT WAS
BIG...
IT WAS
FUN...
AND
RECORD
NUMBERS
OF YOU
WALKED IT!**



A record 1400 people took part in North London Hospice's biggest fundraiser of the year – the Big Fun Walk.

As the temperatures soared to 28C degrees our supporters joined us for the 8.5 mile annual walk on Sunday 6th May through nine London parks and past some of London's iconic landmarks.

And thanks to your amazing support the event looks set to raise in excess of £130,000 towards patient care.

Walkers started their journey at Cherry Tree Woods in East Finchley and finished at Storey's Gate opposite Big Ben.

Here's a small selection of images from the day but you'll find more on our website www.northlondonhospice.org

Photos by Andrew Prod and James McLauchlan.

FUNDRAISING THANKS

We must thank you for your support for our two major fundraising appeals this spring; one for the refurbishment of our kitchen facility and the second to fund new specialist mattresses. Both are at our in-patient unit in North Finchley.

SCHOOL CHILDREN DON PJS TO SUPPORT FUND-A-BED APPEAL

Our Fund-A-Bed Appeal in 2015 was a huge success and enabled us to replace the beds at our 18-room in-patient unit, which serves approximately 340 patients a year who are at the end of life.

But even with specialist cleaning and maintenance, this amount of use has taken its toll so we need to replace the 20 mattresses that help with the relief of pressure sores, comply with infection control, have a transport function and comply with fire regulations. Eighteen are standard specialist mattresses and we require two that can be used for our more fragile patients. The cost of 20 new mattresses is just over £37,000.

Your support has been amazing and local schools have once again opted to stage a pyjama day and donate the proceeds to this cause. The children have clearly embraced the idea of rolling out of bed and into the classroom without putting on their school uniforms!

Here are children from Bowes Primary School in Southgate enjoying their Pyjama Day in May.



KITCHEN APPEAL COOKING ON GAS!

Our spring raffle raised over £11,000 towards the £150k expected cost for our kitchen refurbishment. The total amount of donations for the new kitchen so far stands at £36k. The kitchen at Woodside Avenue, which produces all meals for our in-patients and families, hasn't been upgraded since the building opened 25 years ago. We aim to start the work towards the end of the summer, with completion before the end of the year.

Local businesses and resident groups have shown huge support for the project. Totteridge Friends residents group has shown generous support for this appeal and their fundraising is being put towards appliances for the new kitchen.

★ ★ ★ SPRING RAFFLE WINNERS ★ ★ ★

The lucky top three winners in our spring raffle were Mrs M McGinniss who won our first prize of £1000 and Mr L Reeve and Nicky Pieri were our runners up who received £250 each. Ten other winners won £50 each in M&S vouchers. All winners have been notified. Thank you to everyone who took part.

NEW CHAIR OF TRUSTEES APPOINTED AT NLH

Lis Burgess Jones has been appointed as the new Chair of Trustees for North London Hospice after John Bryce stepped down from the role this month.

John was Chair for seven years and a trustee for 18 and as Lis says herself she couldn't have had a better role model to follow.

Lis has had a long association with the Hospice and has been Vice Chair of the Trustees for most of John's tenure.

NLH CEO Pam McClinton said: "We are so lucky to have had John as a Trustee for almost two decades. His wisdom and dedication have helped us shape and grow the hospice. Lis has a wealth of experience in the medical sector and a sound

understanding of the challenges facing palliative care in the future. Her passion for this field and NLH provided us with a very worthy candidate to succeed John."

Read about John's journey with NLH and Lis' vision for the future on Page 6 & 7.



ALL IN A DAY'S WALK

By Rita Saggar, Hospice Staff

I've often seen this group of walkers, converging on the Hospice on Wednesday mornings - come rain or shine. As an outsider, they all seemed like 'old friends', easy in each other's company, who create quite a buzz in the Hospice Living Room as they wait for group members to join them before heading out.

All through the winter I surreptitiously eavesdropped a little and wondered where they walked. They even went out in the depths of winter when the snow was falling and there was ice on the ground. I was curious, but didn't fancy finding out more until the weather improved! So I waited for a sunny spring morning to see what it is they had to talk about.

This is the Hospice 'Walk and Talk' group. Established two years ago to enable bereaved people an informal regular opportunity to meet and talk while taking a walk.

Run by a handful of dedicated volunteers - Bob, Russell and Claire - The Walk and Talk Group has been a huge success and become a valuable part of our

bereavement service, which people can dip in and out of as they choose and offers a different type of support to the one-to-one or more formal groups.

Walking routes start at our North Finchley site and tend to gravitate towards a local watering hole en route, where the group can stop for a cuppa and a chat. For many it has been a lifeline and a continued connection with the Hospice after the loss of a loved one.

Marilyn Newall described the group as a 'life saver' after her husband died. "It gives me a reason to get up in the morning, get dressed and get out of the house," she told me. "I've got to know so many new people, and it keeps me active, it's fantastic!"

The Hospice initially set up the Walk and Talk Group to fill the gap for people who have lost a loved one, but who might not want one-to-one bereavement counselling.

Nigel Senett who walks with the group every week, feels the support and understanding he gets from other group members, "more than fills the

gap" and has helped him understand that he wasn't alone in his grief, and others who had been bereaved, could share his sense of loss and how he felt.

Indeed, this seems to be a central point around which all the walkers agree. They are able to relate to each other and understand the loss, simply because they have experienced loss themselves.

I talked to group member Terry Shields on the return walk. We walked through pretty Friary Park, resplendent in springtime colour. Terry lost both his parents and a beloved cousin in quick succession. He felt his life had stopped and there was nothing else that he could look forward to. Terry joined the group at its inception and has slowly seen his life open up again. His circle of friends has widened, his health has improved because the walking has helped with his diabetes. "It's not all doom and gloom, you know," he jokes, "we were all people, before we were bereaved, we can and do talk about other things! We have organised walks on Hampstead Heath or a walk to watch the sun go down, it's all about life..."



THANK YOU AND FAREWELL

TO OUR CHAIR JOHN BRYCE

It's been quite a journey! In the seven years since John Bryce became Chair of our Board of Trustees we've almost doubled the number of patients we care for each year, built and opened our Health & Wellbeing Centre, opened five new shops and overcome many challenges that have ensured our patient care remains of the highest quality and central to everything we do.

But after seven years as North London Hospice Chair of Trustees and 18 years on our Board, John is retiring and Lis Burgess Jones is stepping into the role.

"The role of the Hospice in a local community has never been greater and it's been my privilege to chair the Board of Trustees at NLH," said John, who joined the Board on his retirement from the civil service in 2000.

HIGHLIGHTS

"I have attended some wonderful events including two Gala dinners at stunning venues, the Light up a Life ceremony which is always an uplifting occasion, the Big Fun Walk, the gardens at Highwood Ash, Proms at St Jude's, the first staff party (I hope that there will be many more), golf days at Hendon, numerous events with supporters and support groups, meeting our patrons, some excellent productions at the artsdepot and many others. This has been a real joy.

"And, believe it or not, I have actually enjoyed the monthly Board meetings when the Trustees meet with the Executive team and discuss all aspects of the Hospice's activities. We all



RAPID EXPANSION

"When I became chair we were looking after about 1335 patients a year; our target for this year is almost 2500. Our total income was about £6m; our target for this year is almost £10m. The cost of running the hospice services was then £4.8m; it is now over £7m. We have prudently expanded our services, but maintained our high standard of compassionate care.

"We have acquired five more shops, refurbished the in-patient unit and opened up the reception area to make it more welcoming. But the big change was the completion of the new building in Winchmore Hill in 2012."

The centre has continued to evolve since its launch, meeting the changing needs of its patients, and of course John was there at our event in March when it was renamed the Health & wellbeing Centre, which reflects the range of services that are on offer there.

"It has developed rapidly in recent years and I wish it every success under its new banner of our Health and Wellbeing Centre."

want to do our best for the Hospice and that, usually, makes for interesting and productive meetings!"

WONDERFUL TEAM

"Buildings and finances are important, but it's the people who make the hospice such a special place in people's hearts. It has been a huge pleasure to work with such a wonderful team.

"It's been a delight to work with the Executive team. Pam McClinton is an outstanding chief executive and we have been fortunate to have such a dedicated group of people to guide the Hospice through these very challenging times. I have always enjoyed talking with members of staff, volunteers and supporters; their commitment and dedication will always remain an inspiration. I just hope that I have been able to represent you all as you would have wished and deserve."

WHAT'S NEXT?

I will be 80 next year so the options are narrowing! The golf course beckons but who knows what the future might bring?

HELLO TO OUR NEW CHAIR

LIS BURGESS JONES

It was quite a journey for John – and Lis Burgess Jones was alongside for most of the seven years as Vice Chair. In February she was elected as the new Chair when John retired in May. John's style, warmth and wisdom have provided the Hospice with great leadership through a period of rapid expansion and Lis has an inspiring role model to follow.



Through her friendship with Karen Hindley and her husband Dr. Chris Hindley - the force behind the creation of the Hospice in the 1980s - Lis has had a long association with North London Hospice. In 2009, only days after retiring from a full time NHS career, Chris Hindley commandeered her to join the Board of Trustees at the Hospice.

As Vice Chair of the Trustees and Chair of the Quality Safety & Risk Committee, Lis immersed herself in the work of the Hospice, arranging visits by Trustees to services, overseeing the annual Quality Account and keeping an overview of essential standards and quality of care.

"Visits to services are extraordinarily inspiring. Talking to patients about their experience and staff and volunteers about their work gives Trustees a much deeper understanding of the day to day work of the Hospice."

Lis has a sound grasp of the complexities and challenges of public sector working thanks to a 40-year career in the NHS in London and 15 years in senior Executive roles.

FUTURE FOCUS

Under John's leadership the Hospice increased the number of people it reaches and Lis is eager to ensure this momentum is maintained, seizing opportunities for partnerships, where we can utilise the expertise of our practitioners to inform and enhance care provided in other settings, e.g. in nursing and care homes.

Funding continues to be a priority for Lis and the Executive team. "Maximising the creative opportunities developed by our fundraising team and the generosity of supporters and businesses in our local communities are critical to sustaining the work of the Hospice."

STAFF AND VOLUNTEERS

We are proud of our clinical teams but a crisis in recruitment is a national issue in the medical and nursing profession, therefore a priority for NLH.

"The pressure on clinical teams can be extreme at times and their commitment should never be taken for granted. As a nurse, I do have some understanding of those pressures and feel passionately that systems of support, recognition and reward need to be consistently strengthened and revitalised."

Although Lis had some knowledge of the Hospice before becoming a Trustee in 2009, she had not fully appreciated the vital part played by the hundreds of volunteers.

"Trustees are also volunteers, but the army of long serving, dedicated and knowledgeable volunteers in all parts of the Hospice's work is truly impressive. I have met many volunteers and learnt a great deal from their experience. Many have the organisational memory, and hold the story of the Hospice from its early beginnings in the 1980s. Again, it is essential that their contribution is not taken for granted, but respected and celebrated."

"It is a great honor to have been elected as Chair. Our work as Trustees is to ensure that the Hospice thrives in the present and survives for future generations, long beyond our brief tenure as Trustees."



FUNDRAISING

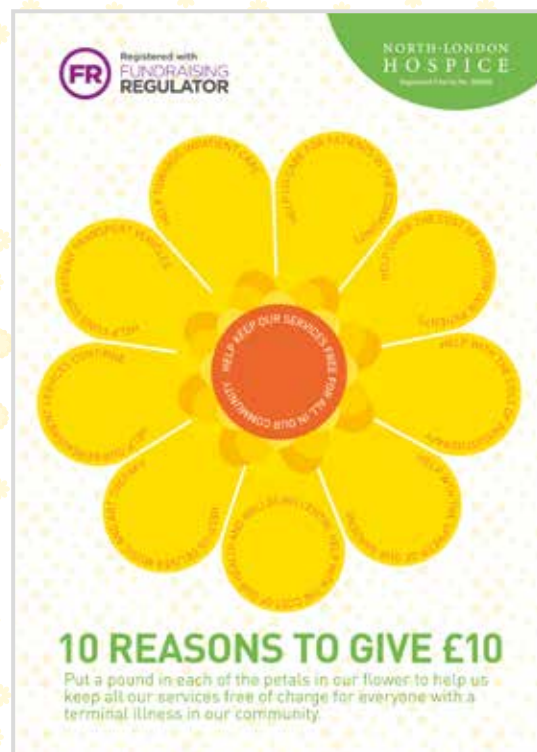
SUNFLOWER APPEAL 2018

This spring we are introducing a new simple fundraising scheme called '10 Reasons To Give'. Coinboards in the shape of a sunflower are being sent to supporters and a £1 coin can be inserted into each of the 10 petals, which represent different areas of the Hospice's work.

The proceeds from the coinboards will go towards providing essential care for our patients.

"Ordinarily we run our 'Sow a Special Sunflower' appeal in the spring but due to planned work in our garden we are unable to plant the wooden stakes so we have created a new scheme involving sunflowers," said Robin Langrishe, Director of Fundraising.

Supporters who send in a filled coinboard will be entered into a prize draw to win a gold leaf containing the name of their loved one, which will be displayed for a year on our Tribute Tree. The winner of the complementary gold leaf will be chosen at random on 22nd June 2018.



SUNFLOWER BUNTING

In addition to the '10 Reasons to Give' appeal we will once again be offering friends and families the chance to remember their loved ones on our Sunflower Bunting which will be displayed outside the Hospice's in-patient unit throughout July. Each piece of bunting contains the names of loved ones and personal messages and is a lovely welcome to visitors at the entrance. It will also take pride of place during our street party on 22nd July.

If you would like more information or to receive a coinboard or bunting please call our fundraising team on 020 8446 2288 or email fundraising@northlondonhospice.co.uk



OUR TRIBUTE TREE IS BLOSSOMING

Have you heard about our Tribute Tree? It's a beautiful hand-crafted metal sculpture in the shape of a tree and each leaf is dedicated to a supporter's loved-one.

It takes pride of place in the lounge area at our North Finchley site. The leaves on the sculpture are personalised with the name of the loved-one and remain on the tree for a year. After this time individuals may choose to keep the leaf on the tree for another year (for a further donation) or have it returned as a keepsake.

Funds raised from the Tribute Tree help North London Hospice continue to provide specialist end-of-life care and support, free of charge, to patients, family and friends for as long as they need our help.

For more information on the Tribute Tree or to purchase a leaf, visit www.northlondonhospice.org/tributetree



BOOK OF REMEMBRANCE

BOOK OF REMEMBRANCE

Thanks to two wonderful volunteers, Gwyneth Hibbett and Christine Langley, our Book of Remembrance is now up-to-date and on display in the Room of Quiet at North Finchley. The book was updated by Gillian Teacher for 16 years until arthritis



stopped her work. Gillian later died in the Hospice and Gwyneth has added a wonderful 24-carat gold touch to her name in the book. Gwyneth and Christine, who are from the North London Lettering Association (www.nlla.co.uk) offered to continue Gillian's work after seeing our search for new calligraphers on Twitter. They have dedicated many hours to bringing the book up-to-date.

IN MEMORY OF GILLIAN TEACHER

Have you ever looked in awe at our Book of Remembrance at North Finchley and pledged to improve your own handwriting? The beautifully crafted pages containing the names of our patients who have passed away is nothing short of a work of art. Each name crafted carefully with black ink in swooping curls and flicks with pinpoint accuracy. Each name containing a lifetime of memories for a family.

For more than 15 years our Book of Remembrance was updated by one of our volunteers, Gillian Teacher. She learned her writing skills from her father who's hobby was calligraphy, and clearly had a creative flair.

As well as volunteering in different areas of the hospice over two decades – from our reception at North Finchley and driving our vans to bucket collections on the street – Gillian made greeting cards that were sold in our Hospice shops and netted an incredible £30,000 across the years.

“She loved making the cards,” said Stuart, her husband of 52 years who is also a volunteer at NLH. “No one was ever allowed to throw away a Christmas or birthday card. Friends would deliver bag loads of cards and Gillian would cut out the pictures to create the most wonderful new card designs.”

Gillian's early working life was rather more structured as a clerical worker and a dental nurse. She also worked in the dress department in Harrods, where she was often asked to model wedding gowns. She played bridge, Sudoku and enjoyed crosswords, and her membership of MENSA with an IQ of 155 meant that she was a sought after member for the local quiz teams!

Gillian and her brother were largely brought up by their mother whilst their father was away fighting in WWII and then the Korean War. She developed an independent yet caring nature, which in later life, would

be invaluable in her volunteering at North London Hospice.

“She was always available to help. Even as a child she would run errands or collect shopping for the elderly in her block of flats,” added Stuart. “She was in the top 1% in the country with her IQ of 155. She was competent at everything she turned her hand to, even managing to single handedly assemble an IKEA desk.... which is no mean feat!”



Travel was a huge part of Gillian and Stuart's life together. They went on over 50 cruises visiting all four corners of the globe.

When Gillian became ill in 2015 she was no longer able to update the Book of Remembrance and a search began to find someone to take over her calligraphy work. Gillian died at NLH in October last year and when Gwyneth Hibbett began to update the book and came to Gillian's name, she added two 24-carat gold dots over the i's as a mark of remembrance for this truly gifted lady.

“It was so thoughtful and a really fitting tribute that I know she would be proud of,” added Stuart.

CHALLENGES

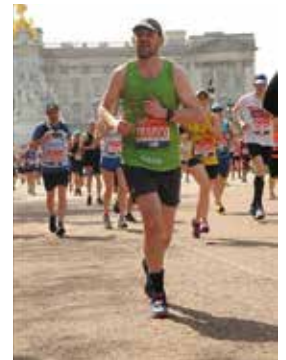
RUNNING FOR GOLD! LONDON MARATHON 2018

The London Marathon was 26.2 miles long but our 23 runners have been on incredible personal journeys including months of training, overcoming injuries and personal challenges just to reach the start line. And they did it all in aid of North London Hospice.

Every one of them completed the world famous race in record

temperatures and together they raised over £50,000 for the Hospice. What an achievement.

We can't thank them enough for their energy, dedication and sheer determination. Their fundraising efforts will have a real impact on ensuring that we continue to provide vital end-of-life care to over 2000 patients a year in Enfield, Barnet & Haringey.



DIRECTORS TREK THE HIMALAYAS

Dr Chris Baxter retires from North London Hospice in the autumn after 25 years and wanted to mark his final year with a memorable challenge.

So as Life magazine went to press he and fellow NLH Directors Fran Deane and Robin Langrishe were arriving in the Himalayas for a 52km five-day trek.

After months of training to ensure their fitness levels were good enough to cope with the distance across tricky terrain and the altitude – which would see them climb higher than the combined height of the UK's three highest peaks – the trio were off to take on the Dalai Lama Himalayan Trek.

Apart from the personal achievement that they accomplish, Chris, Fran and Robin have raised over £10,000 (at time of going to press) for North London Hospice.

To see how they got on, visit our website or social media pages. If you'd like to make a donation visit their fundraising page at www.justgiving.com/fundraising/nlhtrek



IN THE NEWS

HEALTH & WELLBEING CENTRE LAUNCH

Guests at our event to mark the renaming of our Health & Wellbeing Centre were 'bowled over' by the huge array of services and support on offer to patients.

We showcased our art and drama therapy, acupuncture and reiki to the 100+ visitors who came to see what is on offer at our Winchmore Hill centre.

Users of our services told their stories and explained how they utilise different aspects while Joy Watkins gave a poignant personal account of the invaluable support she has received at the Health & Wellbeing Centre during the last four years as she battles cancer.

The Mayor of Enfield Christine Hamilton and Enfield Southgate MP Bambos Charalambous attended and enjoyed speaking to staff, patients and volunteers.

The new name better reflects the range of services on offer at the centre, which was previously called Outpatients & Therapies.



IT'S TIME TO PARTY!

Our Street Party last year was such a huge success that we're holding another one! Join us on July 22nd for an afternoon of fun and entertainment outside our North Finchley in-patient unit on Woodside Avenue.

We're looking forward to bringing together our supporters and local community for a fabulous afternoon. There will be stalls to browse, a dedicated children's area, hot and cold refreshments, music and a pop-up shop with the cream of the crop from our 17 charity shops. So you're bound to pick up a bargain whilst supporting North London Hospice.

How you can help?

We will be looking for help on the day to set up or man stalls so if you can spare a few hours and would like to volunteer we'd be glad of the help. And if you're planning a clear out and have any unwanted gifts, bottles or good-as-new toys we can put them to good use on our tombola or as raffle prizes. For more information please get in touch with Ashra in fundraising on 020 8446 2288 or drop off any items at our Woodside Avenue reception marked 'Street Party'.



FUNDRAISER THANKS

HELEN IS BLOOMING MARVELLOUS AT 80!



It all started with a cake stall at the local spring fayre more than 30 years ago. Fast-forward to 2018 and Helen Bloom has not only just celebrated her 80th birthday but also marked a personal milestone of raising £350,000 for North London Hospice.

Her generosity is ingrained within North London Hospice – whether it was support for the refurbishment of IPU or the North Finchley reception, donations towards the build of the Health & Wellbeing Centre, funding new vehicles, beds or linen or our current kitchen project – it's safe to say Helen's fundraising work has been invaluable.

"I had an uncle that died in hospital and it wasn't very nice", she said. "Shortly after I read a letter that said 'everybody deserves to die with dignity' and that really resonated with me."

When a friend asked her to join the Hospice's Mill Hill Support Group in 1985 she said yes straight away and hasn't looked back since.

"The Group fundraised at local fayres and I always ran the cake stand. They weren't like today's cake stalls though. They were huge trestle tables filled with extravagant treats and were always very popular."

The mother-of-two and grandmother-of-three started her working life as a fashion buyer for Harrods and Harvey Nichols before a change in direction when her mother passed-away suddenly led her to pick up the reins of the family business, which produced high-end silk lampshades. This, she ran for 40 years.

It was her wealth of business contacts that led Helen to launch her annual appeal letter, which has raised a phenomenal amount for the hospice over the years.



"I thought I could do more than cakes. I had all these business contacts and a wide circle of friends and wanted to reach out to their generosity, so I started writing an annual letter to around 120 each year, and the cheques came flooding in.

"So many people sent me their personal stories too, as well as their cheques, on how they had lost loved ones or been touched by the work of a hospice and I always write back to each and every person that sends a donation to say thank you."

In February Helen was joined by friends and family at the South Herts Golf Club to mark her milestone birthday.

But she's showing no signs of slowing down just yet – whether its in her fundraising work or anything else - and after meeting with Life magazine, she headed off to cook dinner for 10!

FUNDRAISER THANKS

Without the generosity of so many supporters North London Hospice simply wouldn't be able to operate the services it does. And that generosity extends to some wonderful businesses across Barnet, Enfield and Haringey who have chosen to support us. Here we say thanks to some of those that have helped us this spring.

SANTANDER

We are thrilled that 17 branches of Santander across our three boroughs have collectively chosen NLH as their Charity of the Year. The Palmers Green branch has already kicked off the partnership with a cake sale, which was a huge success.

Palmers Green Branch Manager Sharmila Fagoonee said: "We are delighted to be supporting such a worthy local cause, and looking forward to working together through our charity partnership programme."



HOME TILES

Thanks to the Southgate branch of Home Tiles who raised £250 for us from their recent tiling workshop.



LOWTHER'S ESTATE AGENTS

The High Barnet estate agency will donate a portion of their fee at the completion of every sale. The vendor can choose a charity from four options, of which NLH is one. We are delighted to have been chosen by Lowther's.

PENTLAND

The global sports and outdoor brand management company Pentland, based in Finchley, has been a long supporter of NLH and this month has donated nine t-shirts to ensure our directors stay fresh on their hike through the Himalayas.



ST JAMES & ST WILLIAM GROUP, ROGERS REMOVALS, CHURCHILL FUNERAL DIRECTORS, COMPTON, PAVEHALL PLC, VALESIDE, FLAMBLE, CHALFONT JUDOKWAI CIRCLE, CHOCOBONG, THORNTON ELECTRICALS, NEWTON INVESTMENT, DIRECT BOOT



All supporting our three directors charity trek in the Himalayas by sponsoring their shirts. Look out for their logos on the t-shirts of our intrepid directors in photos on social media and on our website.



SATYAM SHIVAM SUNDARAM GROUP

The group arranged an evening "Dinner & Drama" sell out performance of the Indian play Baire Mari Blood Pressure which has resulted in a very generous donation of £3545 to NLH. This was raised through ticket sales, a collection on the night and some very generous personal donations.



SIMON COOPER FOUNDATION

Simon Cooper was an inspiring man who lived his short life to the full, right to the end. He was married during his final days at North London Hospice in a wedding that was arranged in just 24 -hours. Through the Simon Cooper Foundation his memory and legacy lives on. We are immensely grateful to the Foundation for a donation of £2450 that will pay for a new high spec mattress at our in-patient unit in North Finchley.



EVENTS...

23 JUNE – 1 JULY PROMS AT ST JUDE'S



Tickets are on sale for this week of wonderful music, literary events and heritage walks now in its 26th year. And for the first time, this year's programme will include late-night comedy. The ever-popular Litfest will include authors Robert Peston, Lynne Truss and Nick Hytner this year while world class performers, young musicians, jazz and choral music together with family-friendly concerts ensure there will be music for everyone. Proms at St Jude's has been a supporter of NLH for many years and will once again donate proceeds to our patient care.

For tickets visit www.promsatstjudes.org.uk

11 JULY - HENDON GOLF DAY



A must in the golfing calendar is the Hendon Golf Club 27th Annual Golf Challenge Cup. Described as North London's friendliest golf club, Hendon Golf Club

has been a long-time supporter of NLH and proceeds from the day will be split between NLH and Noah's Ark Children's Hospice. Tee off on the par 70 course is from 8am.

Fees: Sponsored Company Team £440. Individual Team £360. Entry includes lunch and wine, coffee & snacks.

For further details or to book a team contact Ashra in Fundraising on 020 8446 2288 or email ajayatilaka@northlondonhospice.co.uk

14/15 JULY – COCKFOSTERS MUSIC FESTIVAL



North London Hospice is a charity partner at the inaugural Cockfosters Music Festival 2018. Tribute acts

will have the crowds on their feet as they recreate hits from Queen, Take That, Madness, the Rolling Stones, Little Mix & Amy Winehouse to name but a few. Family activities, funfair & catering facilities also available.

Location: Saracens RFC Fields, Green Rd, Southgate, N14

North London Hospice have 1000 discounted wristbands. Weekend tickets: £40 ADULT £30 CHILD.

All proceeds go to patient care. For tickets call 020 8446 2288

15 JULY – BRIT 10K

Starting at Hyde Park Corner and finishing at Whitehall, this run takes in some of London's most iconic historical buildings. Get ready to join thousands of other participants as you walk, run, hop or jog this fantastic route!



OFFER... Get a group of 5 or more together and get one registration place free! *Minimum sponsorship required. Contact fundraising@northlondonhospice.co.uk or 020 8446 2288 to find out more.

15 JULY – OPEN GARDEN, FINCHLEY

This gem of a garden at 18 Park Crescent, Finchley, N3 2NJ will be opening its gates as part of the National Garden Scheme from 2-6pm. There will be plant sales, a raffle, children's treasure hunt and homemade teas among the refreshments.

Admission is £4 per person. Under 12s are free. All proceeds will be donated to the Hospice.

22 JULY – STREET PARTY

Come along to our annual street party for a fun afternoon of entertainment. Held outside our in-patient unit on Woodside Avenue in North Finchley this is a wonderful opportunity to get together with our supporters and local community. Visitors will find plenty of stalls to browse, refreshments and ice creams, live music and a great atmosphere. And for those who love a bargain we'll be bringing the cream of the crop from our 17 charity shops and setting up a pop-up shop for visitors to browse. Keep an eye on our website and social media platforms for more details on the Street Party.



29 JULY – PRUDENTIAL RIDE LONDON

Starting off in the magnificent Queen Elizabeth Olympic Park, you will follow a 100-mile route on closed roads through the capital and into Surrey's stunning countryside. This route was made famous by the world's best cyclists at the London 2012 Olympics. A mixture of flat and hilly grounds with interchanging scenery, this is an event not to be missed!



Call 020 8446 2288 or email fundraising@northlondonhospice.co.uk for more details

OFFER: Get a group of 5 or more together and get one registration place free! *Minimum sponsorship required.

IN THE NEWS

NEW GENERAL DATA PROTECTION ACT - AN EVOLUTION NOT A REVOLUTION

You may have heard the news about the new General Data Protection act that became law on 25th May.

The General Data Protection Regulation (GDPR) is a new law which replaces the Data Protection Act. Every organisation in every sector that processes personal data will have to be compliant with GDPR – this isn't a 'nice to have', it's a



fundamental legal responsibility of every charity to ensure that they have the right policies and procedures in place so that they are being run properly and are taking individuals' rights seriously.

North London Hospice is committed to protecting your data and your rights. We never pass your details onto third parties, unless it is for a lawful purpose or we are instructed to do so by a

Government Supervisory Body.

You can opt out of receiving information, appeals, newsletters and emails at any time by calling the **Fundraising department** on 020 8446 2288. If you would like more information regarding GDPR please do not hesitate to contact us.

NORTH LONDON'S GOT TALENT RAISES RECORD AMOUNT

North London's Got Talent 2018 at the North Finchley artsdepot was our most successful yet, raising an incredible £17,794 for the Hospice. Thank you to all the volunteers that made it such a special event this year. The 12 acts entertained the packed theatre with a glittering array of music and dance performances

but it was cheeky dance troupe Sailors from the Sue Nieto Theatre School who walked away with the glitterball trophy on the night after impressing the judging panel with their tap-dancing jazz act.



MADE IN DAGENHAM RAISES THE ROOF

Congratulations to Impact Theatre Group, which brought the house down with its wonderful production of Made in Dagenham. The award winning amateur theatre group staged five performances at North Finchley's artsdepot and chose to support North London Hospice, raising £5,000. Thanks to Theatre Director Amanda Noar, the cast and crew and everyone who donated.



A WEEK IN THE LIFE OF...

TAJUN ALI, CHEF AND CATERING MANAGER

Tajun Ali is the chef and catering manager at North London Hospice in North Finchley. Here she talks about her role and of the important opportunity she and her team have to bring families together in the moment through food.

Day-to-day, I manage the kitchen and my team of cooks. My main priority is to make sure that the patients in our 18-bed In-patient Unit are served breakfast, lunch and dinner, and that we provide freshly prepared meals for family members too.

I always chat to patients and families about their meals to learn about their dietary requirements, likes and dislikes and physical limitations. I understand how anxious families can become when their loved ones refuse to eat so I try to do as much as possible to allay their fears.

The portions, colour, taste and texture of food can look so different to someone who is unwell and finding it difficult to face food at all. I am always trying different ideas to improve our patients' quality of life; whether that is by developing

nutritious smoothies to help patients who find it difficult to face solid food or by giving a someone who is reluctant to eat a little of what they fancy.

We serve afternoon tea at 3pm everyday and prepare freshly baked cakes for patients, families and visitors to enjoy in our Living Room.

SPECIAL OCCASIONS

We cater for family celebrations like weddings, birthdays and anniversaries as well as the many and varied functions here at the Hospice and external fundraising events. And of course we feed our staff in the dining room. It's always busy!

Food is an opportunity

to bring patients and families together in the moment.

My whole team and I take great pride in every plate of food we send out because we only have one chance to get it right.

EARLY START

My day begins bright and early at 5.30am and I arrive at work for a 6.15am start. There's a lot of preparation in those first couple of hours to make sure the day runs smoothly. The first job is usually to prepare the sandwiches for the coffee shop in our Living Room area and the tea trolleys for meetings and functions. This might include platters, fruit and cakes.

By around 10am we are preparing lunch for the Hospice. In-patients lunches are served at 12.30pm and staff service is from 12.30-2pm.

On Wednesdays and Thursdays we also cater for the Come and Connect Programme serving snacks at 10.30 and a variety of lunch options and smoothies.

AFTERNOONS

After so much activity in the morning the kitchen needs to be cleaned and returned to order so whilst the lunch is being served we make sure everything is ready for the afternoon.

Cakes are baked and ready for service at 3pm for patients and visitors.

Around 2.30pm I visit the new patients that have come into the Hospice, introduce myself and discuss any requirements they may have.

Menus have to be prepared and food orders placed and I try to finish around 4pm and head home.

BUSMAN'S HOLIDAY?

I've got a big family; four children and four grandchildren so when I get home to Kingsbury I love to cook for them in the evening. It's usually two courses - sometimes Chinese or Indian food. And I particularly like making puddings. It's not really a chore when you're doing something you love.

Like everyone, I need to recharge my batteries sometimes, so I'll treat myself to a spa break or a trip to get my nails done!



PATIENT STORY

JOY WATKINS IS LIVING LIFE TO THE FULL

When we relaunched our Winchmore Hill site as the Health & Wellbeing Centre in March, Joy Watkins captured the essence of what we are striving for.

Her speech to the gathered audience at the opening ceremony was not only a frank and heartfelt account of her own 19-year battle with cancer but provided guests with a first-hand experience of how our services benefit and support patients and their loved-ones.

Joy is a campaigner. She worked in the charity sector for many years at a senior level at an HIV Centre and latterly at a dementia charity heading up a national network to empower family carers to have a platform. She strikes you as the sort of person who could sell ice to the Eskimos. Her speech captivated our audience so we wanted to share some of it with you.

I look pretty well. I often look healthier than my stressed friends who are still working. I often feel ok but I am seriously ill. My cancer has spread mainly to my liver so I have tons of energy and then almost none. I first got breast cancer in 1999 at the age of 45.

After treatment I was told there was an 88% chance I would never get it again as it was caught early. I am a really positive person so once I had the operation and the treatment I believed it had gone and I got on with life ...

The cancer returned six years later and I had a mastectomy.... Five years later in 2011 my cancer finally spread and became incurable, I realised that someone has to be the wrong side of good statistics - and it was me.

Living with a life shortening diagnosis and uncertainty for many years can be very hard. I know I won't ever get my pension now, which really annoys me! I also won't know if my stepson ever has kids ...which breaks my heart.

It's very likely now that I will die this

year, and possibly within months. That really is hard to make sense of but I'm also realistic about what is happening to me. I have developed a very open relationship with my doctors at the Royal Marsden. Knowing how long I probably have to live has helped me.

I am a positive person and good at living in the moment. Working with people with HIV at the time when new drugs were found that saved peoples lives has kept me going and knowing that will



happen for people with cancer soon sadly not in time for me.

I first came here to the Health & Wellbeing Centre four years ago when I was in a lot of pain and the hospital suggested that I would get better support at a Hospice.

So what do I get from coming here to the Hospice? I get space, time to make choices and flexibility to talk through things with experts who know about living and living with a good quality of life. I also have the chance to meet others like me and have honest supportive

conversations where we encourage each other.

A year ago I was about to go into liver failure which is how I am likely to die. I wanted to understand so I could choose what happens to me and make decisions that are right for me so I could then enjoy the time I do have.

Louise Schofield is a Palliative Care Consultant here at the Health & Wellbeing Centre. She's an expert at helping you make decisions that involve having a good quality of life, not just staying alive for the sake of it. Louise has really helped me to make choices about my care, she's also a really good listener....I often cry. Her appointments are for at least 30 minutes so there is time to talk.

Louise has supported me in making choices about my care and my end of life, and helped me to feel more in control and not worry about how I might die.

I have therefore cashed in my small pensions and have loved spending money on things that make me, and others, happy.

The Hospice helps us get on with living as best we can. I come when I need help and have had a variety of alternative treatments and psychological support that has made a real difference.

I am part of a Secondary Breast Cancer Support Group, which has been invaluable. Also a special

Photography group, where I meet people like me living life to the full, most who also look healthy but are not necessarily. We encourage and share our passion in photography and also share how we feel. The group helps us live well with a terminal illness.

I am not afraid of dying, I am just not ready to die now as I am only 63 and am enjoying life too much. The hospice can help us live with a better quality of life. It is not just a place to die, until we are dying. Then I know it will be a safe place to die with real support and kindness.

OUR VOLUNTEERS

MEET SIMON

Simon Bard has been a regular volunteer in our shops for almost five years and counts himself lucky to have met so many wonderful people. You might have seen him if you pop into our North Finchley or occasionally Mill Hill shops.

He had a 25-year career in IT customer support until the work was outsourced and it's been a struggle to find employment since.

Simon has Ataxia, a little-known degenerative disease which affects the part of the brain responsible for coordinating movement. Symptoms include slurred speech, stumbling, falling and uncoordinated movement. A common misconception is that the person might be drunk.

The father-of-two was introduced to North London Hospice in November 2013 by Seetec and began working in our East Finchley shop. Over the next four years he volunteered at our Mill Hill and now Finchley shops. "I like to help in the shops because it gives me a routine. I find all of the volunteers and managers I've worked with really fun and count myself very lucky to have met so many wonderful people.

"It's an interesting place to volunteer. We get all sorts of

donations into the shops. I've seen it all...."

Simon, 53, was diagnosed with Ataxia when he was nine years

old but he hasn't let it hold him back. He's completed the Big Fun Walk twice and marshalled at our fundraising event twice and regularly helps with many of our other events.

He and his wife recently adopted a rescue dog called Alfie - who ensures he stays active!

Simon says he'd recommend volunteering to anyone: "I really appreciate working in a team and it's nice to get recognition for my personal contributions. The flexibility of managers and colleagues at NLH makes it a great workplace for anyone considering volunteering here."



OUR CHARITY SHOPS

By donating your unwanted items to the Hospice you are not only helping us to continue providing our services to the local community but you are also recycling and preventing your items going into landfill.

If you have large items or would like to arrange a house clearance contact our collections team: **020 8343 6813**

Crouch End

020 8340 3269

21 Topsfield Parade, London, N8 8TP

East Finchley

020 8883 6493

123 High Road, London, N2 8AG

Enfield Town

020 8366 1297

60 Church Street, Enfield, EN2 6AX

Finchley Central

020 8349 0290

15 Ballards Lane, London, N3 1UX

Golders Green

020 8731 7807

41 Golders Green Road, London, NW11 8EE

High Barnet

020 8441 3325

94 High Street, Barnet, EN5 5SN

Mill Hill

020 8959 3162

8 The Broadway, London, NW7 3LL

Muswell Hill

020 8444 8131

44 Fortis Green Road, London, N10 3HN

New Barnet

020 8440 8424

63 East Barnet Road, Barnet, EN4 8RW

North Finchley

020 8445 5148

724 High Road, London, N12 9QD

North Finchley Furniture Shop

020 8343 6814

987 High Road, London, N12 8QR

Palmers Green

020 8447 8884

377 Green Lanes, London, N13 4JG

Southgate

020 8886 4342

71 Chase Side, London, N14 5BU

Turnpike Lane

020 8889 0660

19 High Road, London, N22 6BH

Whetstone

020 8343 9888

1297 High Road, London, N20 9HX

Winchmore Hill

020 8360 5220

743 Green Lanes, London, N21 3RX

Wood Green

020 8365 8622

212 High Road, London, N22 8HH

IN THE NEWS

ADVANCE YOUR SKILLS WITH OUR TRAINING COURSES

Our new Education Prospectus is now available to view on our website and training courses are open to anyone wanting to advance their skills.

Whilst there are many options for healthcare professionals you will also find courses in Understanding Loss, Grief & Bereavement, our Summer & Autumn School programmes and Supporting Young People Facing Bereavement.

This last course, for teachers and those in the teaching profession, has been very well received during the last two years so we will be running it again in 2019 in partnership with Noah's Ark Children's Hospice.

With 70% of schools estimated to have a recently-bereaved child on their roll there is an increasing need to provide the teaching community with the guidance and tools to help and support children during their grief experience. Full details on this study day and many others can be found at www.northlondonhospice.org



TIME TO DECLUTTER?

Visitors to our Enfield shop got more than they bargained for when they were treated to a session with professional organiser Juliet Landau-Pope.

Juliet spent a morning at the Enfield Town store offering practical help on decluttering to shoppers.

What better time than spring to take a good look at what you have and what you need and, importantly, what you no longer need.



Juliet - whose new book *What's Your Excuse for not Clearing Your Clutter?* was released in March - answered shoppers questions on where to start when having a clear out and gave lots of tips on how to make the process less stressful and rewarding.

Juliet's visit was a huge success and led to a very busy morning in the Enfield Town shop.

GET SOCIABLE

FOLLOW US ON INSTAGRAM

North London Hospice is now on Instagram as well as Facebook and Twitter. Make sure you follow us at [@northlondonhospice](https://www.instagram.com/northlondonhospice) and keep up to date with all the latest hospice news.

@northlondonhospice



Instagram

YOU SHOP, AMAZON GIVES

Amazon donates 0.5% of the net purchase price (excluding VAT, returns and shipping fees) of eligible purchases to North London Hospice. AmazonSmile is the same Amazon you know. Same products, same prices, same service. Once you register North London Hospice as your chosen charity Amazon Smile will remember who you are supporting every time you log on in the future. Your Amazon Prime membership is not affected.

Support North London Hospice by starting your shopping at smile.amazon.co.uk

WHAT IS AMAZONSMILE?

AmazonSmile is a simple and automatic way for you to support North London Hospice every time you shop, at no cost to you. When you shop at smile.amazon.com, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to North London Hospice.



HOW DO I SHOP AT AMAZONSMILE?

To shop at AmazonSmile simply go to smile.amazon.com from the web browser on your computer or mobile device. You may also want to add a bookmark to smile.amazon.com to make it even easier to return and start your shopping at AmazonSmile.

WHICH PRODUCTS ON AMAZONSMILE ARE ELIGIBLE FOR CHARITABLE DONATIONS?

Tens of millions of products on AmazonSmile are eligible for donations. You will see eligible products marked "Eligible

for AmazonSmile donation" on their product detail pages. Recurring Subscribe-and-Save purchases and subscription renewals are not currently eligible.

CAN I USE MY EXISTING AMAZON.COM ACCOUNT ON AMAZONSMILE?

Yes, you use the same account on Amazon.com and AmazonSmile. Your shopping cart, Wish List, wedding or baby registry, and other account settings are also the same.

HOW DO I SELECT NORTH LONDON HOSPICE TO SUPPORT WHEN SHOPPING ON AMAZONSMILE?

On your first visit to AmazonSmile smile.amazon.com, you need to select North London Hospice to receive donations

from eligible purchases before you begin shopping. Amazon will remember your selection, and then every eligible purchase you make at smile.amazon.com will result in a donation.

HOW MUCH OF MY PURCHASE DOES AMAZON DONATE?

The AmazonSmile Foundation will donate 0.5% of the purchase price from your eligible AmazonSmile purchases. The purchase price is the amount paid for the item minus any rebates and excluding shipping & handling, gift-wrapping fees, taxes, or service charges. From time to time, Amazon may offer special, limited time promotions that increase the donation amount on one or more products or services or provide for additional donations to charitable organizations.

NEW FUNDRAISING SYSTEM

Here at North London Hospice we are very excited to be moving our fundraising system over to the more secure cloud based system Raiser's Edge. As a supporter you should not notice any difference to the way we securely manage your details and send out our communications, newsletters and monthly e-mails. The project has already started and is due for completion in September 2018. If you have any questions please do not hesitate to contact the fundraising team on 020 8446 2288.

NORTH LONDON HOSPICE FINCHLEY

47 Woodside Avenue, London N12 8TT (for SatNav use the postcode N12 8TF)

Telephone: 020 8343 8841 Fax: 020 8343 7672 Email: nlh@northlondonhospice.co.uk

HEALTH AND WELLBEING CENTRE

110 Barrowell Green, Winchmore Hill London N21 3AY

NORTH LONDON HOSPICE HARINGEY

Haringey Community Palliative Care Team

George Marsh Centre, St Ann's Hospital, St Ann's Road, London N15 5TH



www.northlondonhospice.org