

# Strategy Update: Planning for the Future

## Meet Claire, Helen and Gina

Claire Henry and Helen Bourner will lead the strategy development work with support from their various colleagues and our internal teams.

Claire said:

“We’re very much about adding value to the St Oswald’s Hospice team. Working together to produce the strategy which has the patients, families and your communities at the forefront.

“We’re very passionate about palliative and end-of-life care and our team are thrilled to be part of this with you. We can’t wait to start talking with people.”

Claire and the team will use a variety of ways to get in touch to ask people their thoughts and views including surveys, focus group meetings, one-to-one conversations and interviews. They will talk to as many of our stakeholders as possible to ensure they get a breadth of what we do and what people want us to focus on and achieve in our future. As well as our internal people like you, also patients and families, commissioners, other healthcare professionals, partners, supporters and customers will be involved.

Here’s more about Claire and the team:

**Claire Henry MBE** is a registered Nurse who has over 30 years’ experience in healthcare working in clinical, managerial, and quality improvement roles, mainly in Palliative and End of Life care services. Claire has led national programmes and independent reviews including the NHS End of Life Care Programme, the National End of Life Care Strategy for England, and a review of the National Choice offer for end-of-life care in England. Claire is a Visiting Researcher at the University of Cambridge Palliative and End of Life Care Research Group and a Visiting Fellow at the Open University. Claire is also a trustee at her local hospice.



**Helen Bourner MA** is an experienced NHS Director who has worked in acute and mental health trusts where she led a range of services including strategy, business development, stakeholder engagement, IT, communications and performance management. Helen's role will include co-ordinating the 'desk top' review, undertaking stakeholder conversations, writing the final report, liaising with our commissioner leads, and ensuring the overall project is delivered on time.



**Gina King RGN DN BSc PGCHE** is a registered Nurse who has over 30 years' experience mainly in Palliative and End of Life Care services including nursing, management and service improvement roles. Gina is a Lead Trainer and Consultant specialising in palliative and end of life care. She has worked in commissioning with responsibilities to deliver strategic changes in hospice@home and to ensure Continuing HealthCare (CHC) supported more choice for people wishing to die at home. Gina is the author of "Providing quality care at the end of life", in A Textbook of Community Nursing and a Director of "In the End Care". Gina has led various regional quality improvement projects in Palliative and End of Life Care services for the NHS End of Life programme.



The project will also involve an Advisory Group of people including:

- Roberta Lovick who is an Expert by experience
- Luke Feathers, Hospice Medical Director
- Sarah Klinger, Hospice Medical Director
- Ruth Norgain, GP with special interest in palliative and end of life care
- Kathryn Oliver, GP with special interest in palliative and end of life care
- Joanna Laddie, Consultant in paediatric palliative care

If you have any queries regarding any of this work, please contact us on [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)