Impact Report

Our impact in 2024-25

Florence Nightingale
HOSPICE CHARITY

A message from our CEO

Welcome to our Charity's Impact Report. In partnership with Florence Nightingale Hospice (FNH), part of Buckinghamshire Healthcare NHS Trust, we commission and fund vital hospice services. In 2024/25, our total spend was £1.7million including palliative care services, capital improvements and equipment. Alongside financial details, this Impact Report highlights the progress we've made and outlines our vision for the future of hospice care across Buckinghamshire and its borders.

Since opening its doors in October 1989, the Hospice team has supported thousands of people across the region. Over the years, the scope of services has grown to meet evolving needs. Care at home is available (community palliative care and FNH@Home), as well as lymphoedema treatment, day hospice, therapies including physiotherapy and occupational therapy, and bereavement listening. The 12-bedded inpatient unit at our Hospice in the grounds of Stoke Mandeville Hospital provides specialist palliative care for patients from across the county.

Our FNH@Home team increased its coverage in January 2025 as the result of a new contract awarded by the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB). This extends the area covered by this team further into the south of Buckinghamshire.

In October 2025 we completed our merger with South Bucks Hospice based at Butterfly House in High Wycombe. Our merged organisation retains our name Florence Nightingale Hospice Charity. At the heart of the merger is our commitment to caring for patients living with life-limiting illnesses or requiring end-of-life care. By merging, we will operate more efficiently and be able to secure, and ultimately expand hospice care services in Buckinghamshire and its borders. However, there will be an extra funding on-going requirement as a result of the merger.

News headlines continue to highlight the funding challenges faced by many hospices, leading to cuts to nursing and bed closures. In Buckinghamshire, an ageing population and growing awareness of hospice services are driving increased demand. Fortunately, thanks to our partnership with Florence Nightingale Hospice (FNH), we are not currently experiencing any reductions in service. FNH is supported by two funding streams: Buckinghamshire Healthcare NHS Trust and our Charity. We are proud that our Charity can commission more hospice services from FNH each year to help meet the need of the local population.

Our vision is to deliver the best hospice care for everyone who needs it in Buckinghamshire and its borders. We remain committed to being proactive and identifying and developing new services and providing the best possible equipment, while also working to increase awareness of the care available to all patients and families who could benefit. We were able to fund two cuddle beds in the past year. These specialised beds allow those in the Hospice to hold, or to be held, by loved ones.

We are focused on increasing income for the Hospice, in 2024/25 we opened two new shops in Aylesbury, bringing our total to 15. Located within the communities we serve, these shops, along with our thriving Online Shop, continue to grow in popularity. Our customers are embracing a more sustainable lifestyle while saving money by choosing preloved items. We're incredibly grateful to our volunteers, donors, and shoppers for their continued support.

Our fundraising efforts are diverse – and we're deeply grateful to all our donors, supporters and volunteers who play such a vital role in our success. We receive support from charitable foundations, businesses of all sizes, community groups and individuals. One initiative we're especially proud of is On Stage – a fundraising activity that not only generates income for the Hospice but also gives hundreds of children the chance to shine in front of live audiences. It builds confidence, entertains our supporters, raises awareness about hospice care, and helps inspire the next generation.

Thank you for your interest in our Charity and for any support you are able to offer – now or in the future.

Jo Turner
Chief Executive Officer

Our Strategy

Our Vision

To ensure the best hospice care for everyone in Buckinghamshire and its borders who needs it - wherever and whenever they need it.

Our Mission

Florence Nightingale Hospice Charity is committed to commissioning comprehensive and high-quality care for local people with life-limiting illness wherever and whenever they need it. We will support their loved ones and carers through the toughest of times. We will help families make the most of every day they have together.

Our Values

Everything we do is underpinned by our values:

• Professional • Ambitious • Community • Team

Our Strategic Aims

To be an effective commissioner of hospice services from, and co-creator with, Florence Nightingale Hospice and other partners.

To generate sustainable funding for the increasing number of people needing hospice care locally.

To educate and raise awareness of excellent hospice care.

Our Services

All our services are provided free of charge to all adults living with and affected by a life-limiting illness in Buckinghamshire and its borders.

- Inpatient Unit
- Day Hospice
- Lymphoedema Clinic
- Community Nursing Team
- FNH@Home
- Bereavement Listening Service
- Therapies
- Spiritual Care

Florence Nightingale
HOSPICE CHARITY

Care for those you know and love

Florence Nightingale Hospice Charity is here for patients with life-limiting illnesses, and their families, across Buckinghamshire and its borders.

We enhance and complement the care and support delivered by Buckinghamshire Healthcare NHS Trust to ensure patients, families and carers get the individual clinical, practical and emotional support they need to make the most of every day they have together.

Since the opening of Florence Nightingale Hospice in 1989, many thousands of patients and families have benefitted from specialist hospice care. The Hospice remains the only bedded unit in Buckinghamshire south of Milton Keynes for respite and end-of-life care. Our services have evolved over the years with much of our care now also offered in the community.

All services are provided free of charge to patients and their families – this is only possible thanks to the continued support and fundraising efforts of so many individuals and businesses.

Get involved - Donate | Fundraise | Volunteer | Shop

@fnhc_official

@fnhc_official

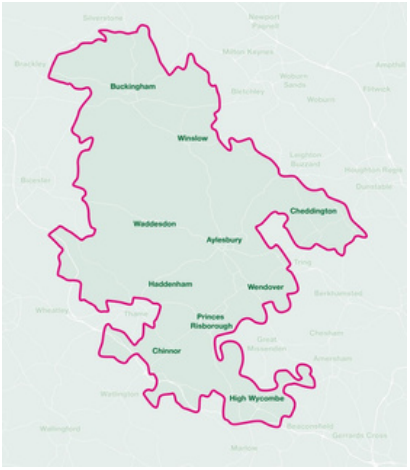
The impact of our services 2024-25

FNH@Home

We are committed to developing hospice services across Buckinghamshire and its borders – ensuring that everyone who could benefit from our care is able to access it, whenever and wherever they need it. We have significantly increased our community care, delivered by FNH@Home, in the south of Buckinghamshire from January 2025.

We care for patients who have conditions including cancer, neurological degenerative disorders, chronic obstructive pulmonary disorder/lung disease, heart disease, motor neurone disease and multiple sclerosis.

FNH@Home Geographical Cover



FNH@Home Patient Care

Date	Number of Patients Cared For
April 2024	13
May 2024	14
June 2024	15
July 2024	16
August 2024	17
September 2024	15
October 2024	21
November 2024	19
December 2024	19
January 2025	25
February 2025	26
March 2025	24
Total	**149**

Inpatient Care

Florence Nightingale Hospice is the only inpatient Hospice Unit in Buckinghamshire south of Milton Keynes and is situated within the grounds of Stoke Mandeville Hospital in Aylesbury. The specialist palliative care team provide the highest quality individual care in a calm and welcoming environment for patients who need symptom or pain control, rehabilitation or end-of-life care.

Inpatient Geographical Cover

Inpatient Admissions Breakdown

Date	Number of Admissions
April 2024	35
May 2024	32
June 2024	28
July 2024	28
August 2024	33
September 2024	32
October 2024	39
November 2024	45
December 2024	39
January 2025	37
February 2025	29
March 2025	33
Total	**410**

FNH Community Palliative Care

820 patients
Charity spend £257,035
Cost per patient £313
1,449 hours patient face-to-face contact time
Number of telephone contacts 1,984

FNH@Home

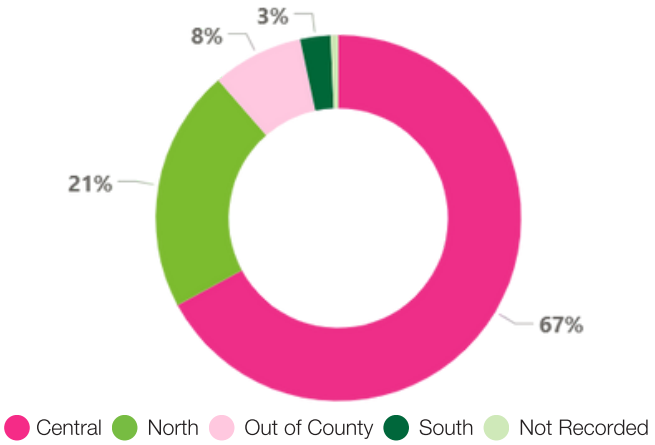
149 patients
Charity spend £502,379
Cost per patient £3,372
1,597 hours patient face-to-face contact time

The impact of our services 2024-25

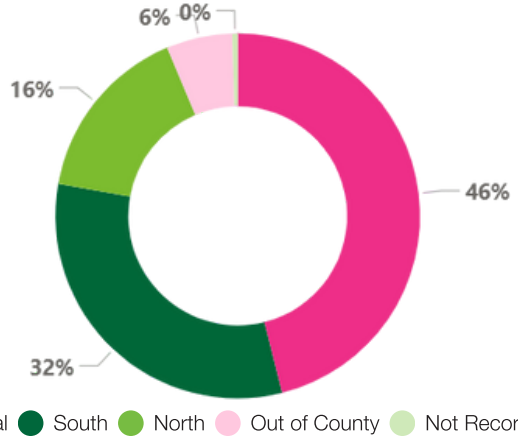
Community Care

More and more patients are choosing to receive care in the comfort of their own homes, and the Hospice's community nursing teams provide this vital support across Buckinghamshire and its borders. These teams include the community palliative care (CPC) team and FNH@Home. They care for individuals at various stages of their illness, from initial diagnosis through to end-of-life care.

Buckinghamshire Geographical Area - FNH@Home



Buckinghamshire Geographical Area - CPC



The impact of our services 2024-25

Wellbeing

Central to the ethos of hospice care is holistic, individual care. We commission services and roles which enable patients to make the most of their time with friends and family and to support them emotionally and spiritually.

Our Day Hospice offers a sociable environment for those living independently with their illness. The number of days offered increased from 2 to 3 days a week from June 2024. Patients can access many services, including occupational and physiotherapy, art therapy, peer support and guidance from our clinical team. Our Lymphoedema Clinic and therapy teams offer treatment, equipment and exercises to maintain patients' individual quality of life as their illness progresses.

Day Hospice

64 patients
Charity spend £138,376
Cost per patient £2,162
1,469 hours F2F contact time

Bereavement Listening Service

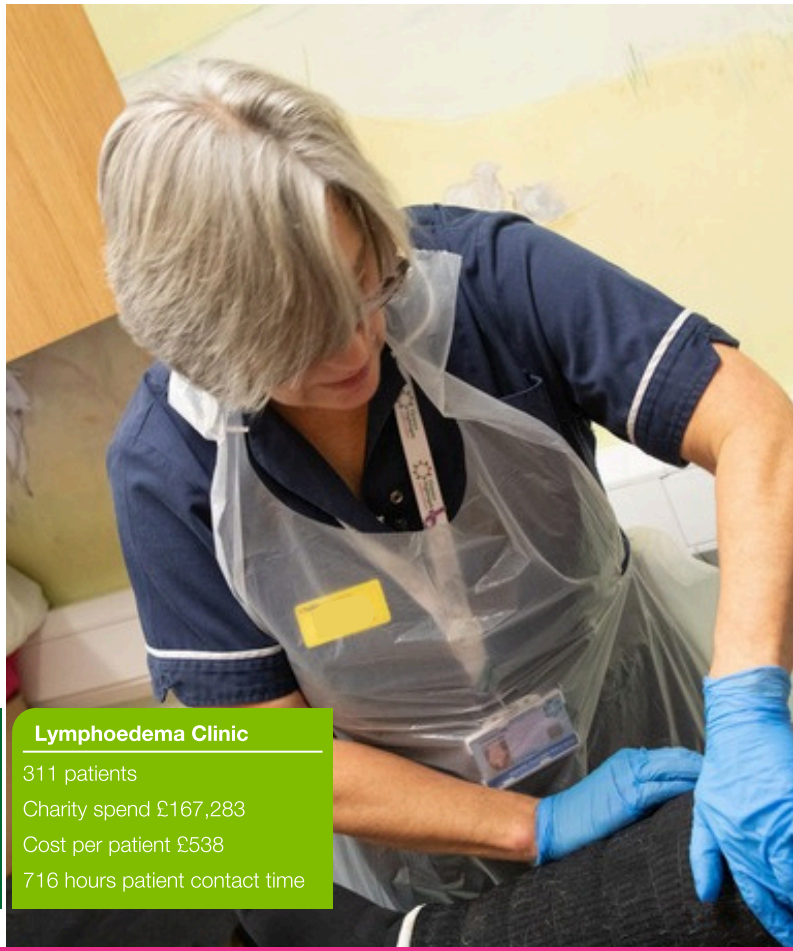
272 people cared for
1,792 listening sessions
Charity spend £52,092
Cost per patient £192

Lymphoedema

Lymphoedema is a chronic swelling usually of a limb, but it can affect any part of the body. There is no cure but our Lymphoedema Clinic offers treatments and advice to ease discomfort.

"Chronic swelling really impacts quality of life," says Sue Lawrence, lymphoedema Clinical Nurse Specialist. "However effective management of lymphoedema reduces swelling, improves mobility and function and improves patients' lives."

"If we treat people sooner rather than later it makes a massive difference."



Lymphoedema Clinic

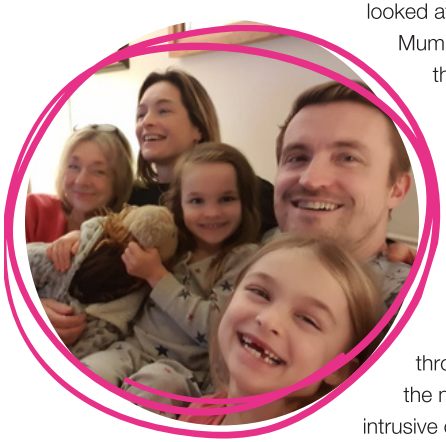
311 patients
Charity spend £167,283
Cost per patient £538
716 hours patient contact time

The impact on individuals 2024-25

Diane's Story

When Diane, aged 77, needed palliative care, the Florence Nightingale Hospice at Home (FNH@Home) nurses became a lifeline. Not only did they offer expert care to Diane, but also a quiet, unwavering compassion for all the family.

"They didn't just look after Mum," her daughter, Sophie says. "They looked after all of us...They respected Mum's dignity and supported us in the most vulnerable time of our lives - it's something we'll never forget."



The family moved in together during Diane's illness to help provide the care that she needed. Granddaughters Ariella (10) and Sephi (8) were there through it all, often present when the nurses visited. Far from feeling intrusive or clinical, the nurses became a comforting part of the girls' everyday life.

It was a few months after Diane died when Florence Nightingale Hospice Charity came into their lives again, in a very different way. The girls had seen their friend perform in the Charity's production of Charlie and the Chocolate Factory, and came home buzzing with excitement. When this year's spring production was announced, Matilda Jr, they were thrilled. Not only because they loved the show, but because it was a chance to give something back.

"They knew right away they wanted to audition. We were all hoping to be involved - but when both girls got in, and Ariella was cast as Matilda, we were speechless. We think Grandma had a hand in it."

Sophie reflects on the family's experience of our hospice care:

"It never felt awkward. They were so reassuring and natural. The girls understood the kindness the nurses brought into our home."

Sam's Story

Jamie describes Sam as "a beautiful, friendly, fiercely loyal and just all-round fantastic human being."

She was 37 years old when she was diagnosed with high spindle cell sarcoma — her second cancer diagnosis. Sam had previously faced non-Hodgkin's lymphoma at just 24 years old. After undergoing treatment, she had been given the all-clear and went on to build a full life with her husband Jamie and their two young children.

Her second diagnosis came unexpectedly. After a series of tests and MRIs, a tumour was found behind her left collarbone. The tumour was surgically removed, but the procedure caused devastating nerve damage "She lost two of the three main nerves in her arm," Jamie explained. "It left her 90% paralysed in her left arm and in a lot of pain."

During a check-up, scans revealed spots on Sam's lungs. Further testing confirmed that the cancer had returned and spread. In April, Sam received a terminal diagnosis and was referred to our Hospice for pain management.

Sam was under the care of Florence Nightingale Hospice for around three months. Her care was a mix of inpatient support and FNH@Home. The transition to hospice care marked a profound shift in the quality of life for both Sam and her family.

Sam was scared and the prospect of dying was overwhelming. But over time, that fear was eased as Jamie describes below.

"They reassured us. We learned that a hospice is a place for support, for respite, for day visits, for care at home. It was a warm, friendly place.

"It made what has been the most challenging week of our lives so much easier than it would have otherwise been. Their support and care…. I can't even do it justice in words, they are just truly incredible people."

The impact on individuals 2024-25

Andrea and Linda's Stories

Andrea and Linda have been attending Day Hospice every Monday, making the most of the opportunity to talk to the staff including our medical team and chaplain, whilst also enjoying some creative therapies.

Andrea spent several months working on this stunning cat mosaic. She admits there's just as much chatting as there is crafting — and that's part of the magic! "These sessions are a lifesaver," she says. "I haven't missed a single one."

Linda, who joined us in October 2023, taught herself to crochet on YouTube and has since created this gorgeous blanket during her Day Hospice sessions. Linda was inspired by another patient's quilting which she had seen on our social media. Linda describes Day Hospice as her "happy place." With her own caring responsibilities at home, she values the support of our brilliant nurses and volunteers led by Laura, Deputy Sister at the Day Hospice.

Linda is also determined to give back to the Hospice to show her gratitude for the care and support that she receives and has volunteered at several Charity fundraising events this year. She sold programmes at one of On Stage performances in Aylesbury and enjoyed talking to staff, other volunteers and theatre goers. .

"Day Hospice runs every Monday, Wednesday and Thursday, offering therapeutic treatments, pain and symptom relief, creative therapy, a cup of tea (or a glass of wine), and a space to connect.

Bereavement Listening Katherine

Katherine has worked with Florence Nightingale Hospice as a Volunteer Listener for three years having previously worked for Milton Keynes Bereavement Service for 8 years. She is now a Peer Group Supervisor helping a small team provide compassionate listening support.

"My role is very fulfilling as helping someone find strength and hope again after a loss as they learn to live differently is very rewarding.

"I often describe my role as someone who will walk alongside a client helping them navigate their grief through listening, empathizing and supporting. The best part of my work, and the most enriching, is that I meet the most diverse and interesting clients all of whom have different life journeys, loves and losses and I, in turn, learn so much from them"

"I feel supported emotionally and physically, I can laugh and cry. What would I do without it?"

Thank you!

Over £1million raised by our supporters, thank you to our generous donors and volunteers - we are extremely grateful for your support.

Together in 2024/25 we achieved:

£59,000 from businesses taking part in employee fundraising, corporate partnerships and sponsorship
Over £163,000 from our local community and challenge events including the Open Gardens and Haddenham Community Group
Over £32,000 from our anniversary show Strictly Florence and £14,000 from our anniversary Gala Dinner
£64,000 from our On Stage productions of Charlie and the Chocolate Factory and Annie
£39,000 from our mass participation event the Midnight Walk
Over £110,000 from individual donations
Over £218,000 from gifts In Memory and our Forever Flowers and Tree of Light events
Over £189,000 from gifts in wills
£198,000 received from charitable trusts and foundations
Over £47,000 in gift aid from fundraising
£210,000 income raised through Hospice Lottery Partnership

Special thanks to the very generous donors, shoppers and volunteers who support our shops. Together in 2024/25 we achieved:

£2,700,000 in retail sales from donated items (+20% growth on previous year)
£45,000 in net sales of new goods
£215,000 in gift aid from retail (+70% growth on previous year)
Over 300,000 customers served
Nearly 100,000 donors who donated over 220,000 bags/boxes
Our customers saved an estimated 864 tonnes of CO_2 by buying pre-loved clothing

Thank you to the following for grants received:

- The Albert Hunt Trust
- B&Q Foundation
- Morrisons Foundation
- The Screwfix Foundation
- The Stockwell Cliffe Charitable Trust
- Thomas Hickman Charity
- The Rectory Foundation
- Kop Hill Climb Charity
- FairHive
- Shanly Foundation
- The Roland Callingham Foundation

The Wolfson Foundation donated over £45k for riser/recliner chairs for the IPU and Day Hospice

"Without the support of The Wolfson Foundation, we would not have been able to purchase our wonderful new rise/recline chairs and we are so grateful to them for their generosity. Not only have they added an extra level of comfort for our patients, but they also benefit our relatives and visitors, who can often spend many hours at the bedside of their loved ones."

Tracy Batt, IPU Ward Sister & Day Hospice Manager

HUG

Main objectives for Florence Nightingale Hospice Charity in 2024/25

- Continuing to provide excellent hospice care for people in Buckinghamshire and its borders in the Hospice and in the community. We have increased our community palliative care and FNH@Home services in the south of Buckinghamshire since January 2025, following a reallocation of palliative care services by the Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board.
- Exploring additional palliative care services such as a community befriending scheme for example Compassionate Neighbours.
- Making improvements at the Hospice including specialist chairs for patients in the Inpatient Unit and refitting the Day Hospice kitchen.
- Increasing retail income including two new shop openings.
- Increasing fundraising profitability, including hosting our Midnight Walk at Waddesdon Manor, organising multiple onstage productions and hosting three Santa Dashes.
- Ongoing ambition to raise awareness of excellent hospice care; we participated in Hospice UK's national Legacy marketing campaign
- Supporting volunteers and recruiting new volunteers including from communities and groups which are currently under-represented.
- Continuing with the Charity's IT modernisation programme to increase efficiency.

Helping our community

- We are so grateful for the support we receive from our local community who do so much to help make all of this care possible.
- We want to play a positive role in our community. In the past year not only have we been working hard to ensure that the right hospice care is there for those patients and families who need us: also:
- Offered community volunteering and work experience to 93 young volunteers.
- Provided the opportunity for 104 children to take to the big stage at Aylesbury Waterside Theatre helping them build confidence, create lasting memories and learn about the Hospice and the services it provides.
- Saved an estimated 700 tonnes of garments from landfill