

Our sites

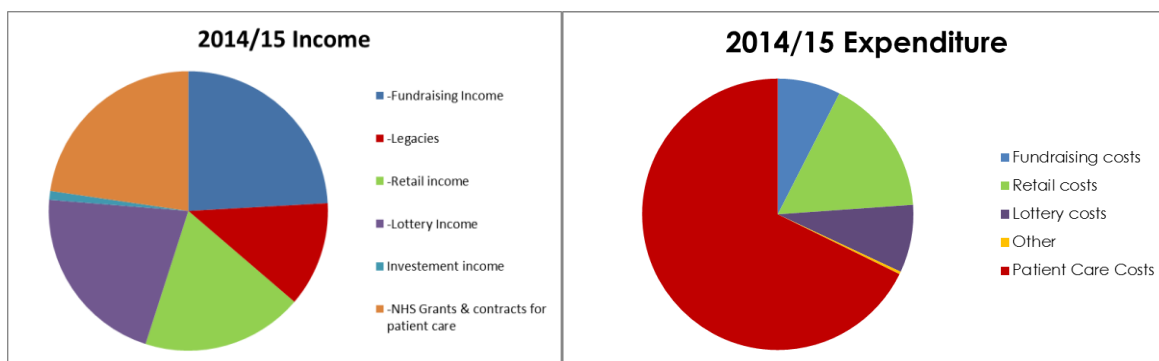
- 3 Hospice sites, (3 day hospices / 2 inpatients)
- Warwick is a 20 bed inpatient unit / Coventry is 10 beds
- 20 shops and 1 E-Bay shop

Patient & Education Numbers in 2014/15

- 470 patients received 548 episodes of care in our inpatient department
- There were 357 admissions to the Warwick In Patient Unit and 191 to the Coventry In Patient Unit
- 311 people died, with themselves and their families supported by Myton
- An average length of stay in Warwick IPU was 13.2 days and in Coventry IPU was 14.5 days
- 294 Day Hospice patients took a total of 3,805 Day Hospice sessions: 1,564 at Warwick Myton, (4 days) 1,394 at Rugby Myton (4 days) and 847 at Coventry Myton (3 days)
- 151 patients received care from the Myton at Home service (107 in Rugby and 44 in Warwick & Leamington) with an average period of care of 11 days in Rugby and 32.5 days in Warwick and Leamington
- A total of 88 children were referred to Rainbow Ripples and 306 sessions were delivered
- 92 children attended our Rainbow Ripples weekend workshops
- 480 adults were referred for counselling and 1453 sessions were delivered
- 2,281 complementary therapy sessions were provided to Myton patients. The increase was possible due to increased resources within the team.
- Physiotherapy and Occupational Therapy have seen 442 patients in total and provided 247 home visits
- 187 patients received 636 Lymphoedema appointments delivered in specialist clinics and on our inpatient wards
- Our Good to Great End of Life Care Training Programme in South Warwickshire has provided professional development and support in completing the Gold Standards Framework to 22 GP practices and 19 nursing homes.

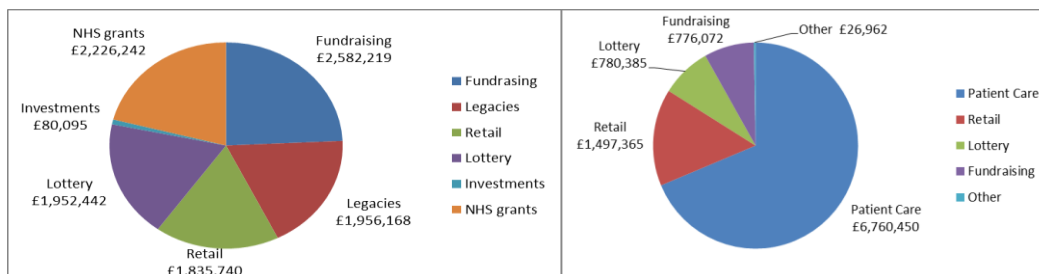
Income & Expenditure

- Our income for 2014/2015 was £10.1 million, our expenditure £10.3 million



- 77% of this is voluntary income, whilst 23% is from the NHS
- At the end of March 2015 we had 41,528 regular lottery players
- Our income for 2013/2014 was £10.6 million, our expenditure £9.8 million

(Figures in brackets = numbers for 2013/2014)



79% of this was voluntary income, whilst 21% was from the NHS

Staff & Volunteers

- At the end of March 2015 we had **860** volunteers
- At the end of March 2015 we had **283** staff (Head Count), including our medical teams, equating to **236** full time equivalents.

Of the total headcount:

133	work directly with patients
56	work in roles that indirectly support patients such as education, catering, housekeeping, medical secretaries & reception staff
31	work in our fundraising department
17	work in administration, volunteer support, IT, education and management
46	work in our retail shops

During the year 2014/15 we saw fluctuations in our staff numbers, including the loss of around 25% of our nurses. Staff numbers returned to normal levels by the end of the year, but the loss of staff directly involved in patient care did result in a drop in the number of patients cared for during the year.

Feedback from our Bereaved Carers Survey

Recently bereaved carers were asked about their experience of Myton during 2014/2015, and about how they felt we had cared for their loved one:

- 98% said we treated the person they cared for with dignity and respect
- 98% said they were satisfied or very satisfied with their experience of Myton
- 91% said that we had achieved a positive outcome for the person they cared for reducing their symptoms and pain; as well as helping them reduce their emotional distress

Feedback from our Real Time Patient & Visitor Surveys

In January 2015 we began to collect feedback from patients and visitors to Myton who are current users of our services. Headlines from surveys conducted in Warwick Myton to the end of March 2015:

- 97% felt our doctors and nurses listened to them
- 96% understood the information that was given to them
- 100% felt that our team was treating them with dignity and respect
- 100% would recommend Myton to friends and family