

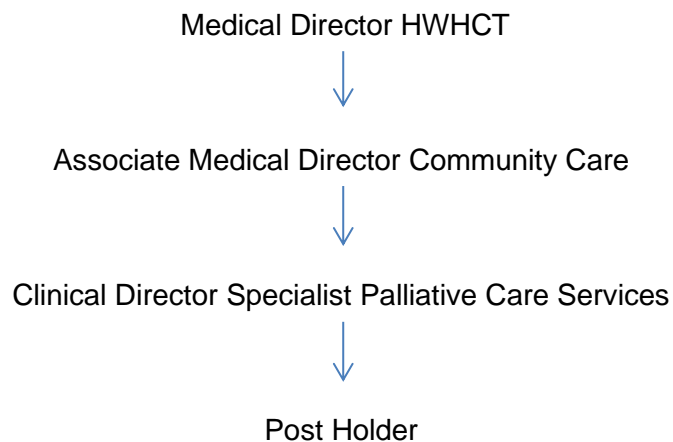
HEREFORDSHIRE AND WORCESTERSHIRE HEALTH AND CARE NHS TRUST

JOB DESCRIPTION AND PERSON SPECIFICATION

SUMMARY OF POSITION CRITERIA:

Job Title:	Consultant in Palliative Medicine
Pay Band:	Consultant Medical and Dental
Department:	Redditch and Bromsgrove Specialist Palliative Care Team
Work Base:	Princess of Wales Community Hospital, Bromsgrove
Job Description Reference Number	
PBAC Role Code:	
*IT Systems Access Required:	<ul style="list-style-type: none"> • <i>EMIS</i> • <i>SystemOne</i> • <i>Carenotes</i> • <i>Bettermeds</i> • <i>Sunrise</i> • <i>ICE</i> • <i>PACS</i>
Professional Registration Required:	GMC registration
Qualifications Required:	As per person specification)

ORGANISATIONAL CHART:



Introduction

The post-holder for this exciting and flexible consultant post covering the Redditch and Bromsgrove (R&B) areas in Worcestershire and based at the Princess of Wales Community Hospital, Bromsgrove (POWCH), will be employed, line managed and clinically supervised by Herefordshire and Worcestershire Health and Care NHS Trust (HWHCT).

This consultant will provide clinical leadership to the community Clinical Nurse Specialist (CNS) Palliative Care team for Redditch and Bromsgrove. The post-holder will also provide consultant leadership to the Advanced Clinical Practitioner (ACP) led 6 bedded Specialist Palliative Care unit in POWCH "The Primrose Unit", and in-reach into POWCH inpatient wards and the Primrose Day Hospice where the consultant provides both an outpatient and a consultancy service.

The post holder joins the three (2.2 WTE) Palliative Medicine consultant posts already employed by HWHCT to create a robust consultant team for the Worcestershire community, working in partnership with the three consultants (2.2 WTE) in Palliative Medicine employed by Worcester Acute Hospitals NHS Trust.

GENERAL BACKGROUND

Worcestershire is a largely rural county, with four main towns – Bromsgrove, Kidderminster, Redditch and Worcester – lying between the Cotswolds, the Welsh border and Birmingham. There are four further substantial market towns, Droitwich, Evesham, Malvern and Pershore.

Worcestershire has many sites of historical interest and natural beauty. The economy of the county is based on agriculture, horticulture, light engineering and service industries.

There are a number of high-quality state and private schools across the county and the University of Worcester is continuing to expand and develop; with the recently opened Three Counties Medical School working in partnership with the local healthcare organisations.

The major motorway network of the M42, M5 and M6 provide excellent links to the rest of the West Midlands. Local leisure facilities are well developed and the area has easy access to Birmingham where the National Exhibition Centre (NEC), Utilita Arena, and other events venues are located. Stratford and the Royal Shakespeare Company are within easy reach.

Worcester City lies on the banks of the River Severn. It has a world-famous cathedral and is home to Worcestershire County Cricket Ground, and Elgar's Birthplace Museum. The county has further leisure facilities in the Malvern Hills - an area of outstanding natural beauty - and the Wyre Forest.

HEALTH SERVICES BACKGROUND

Worcestershire Specialist Palliative Care Services

Specialist Palliative care services in the county are delivered by KEMP Hospice (Kidderminster), Primrose Hospice (Bromsgrove), St Richard's Hospice (Worcester), HWHCT community specialist palliative care team North Worcestershire, and Worcestershire Acute hospitals NHS Trust. Specialist inpatient beds are provided by HWHCT in the Primrose Unit within the Princess of Wales Community Hospital in Bromsgrove, and by St Richard's Hospice in Worcester.

This post works in partnership with all statutory and voluntary providers and is essential to the maintenance and further development of an integrated palliative care service for Worcestershire across primary and secondary care sectors, in order to enhance and improve patient care and family support.

Herefordshire and Worcestershire Health and Care system was formally designated as an Integrated Care System (ICS) on the 1st of April 2021 having operated as a Sustainability and Transformation Partnership since 2016.

This post will support the ICS strategy for Palliative & End of Life Care alongside the other Specialist palliative care providers in the county. There is a thriving Palliative and End of Life Network Group supported by an ICS clinical end of life lead, and an ICS palliative and end of life care senior manager.

Herefordshire and Worcestershire Health & Care NHS Trust (HWHCT)

The work of the Trust is divided into Service Delivery Units with a Service Unit Delivery lead as well as a Clinical lead.

The Service Delivery Units are:

- Countywide Community Services: Worcestershire community hospitals and rehabilitation units, physiotherapy, occupational therapy, community stroke services, specialist neurology service and specialist palliative care service
- Integrated community services: Worcestershire community nursing and therapy services
- Specialist Mental Health & Learning Disability Services for Herefordshire and Worcestershire
- Primary care and community mental health services Herefordshire and Worcestershire
- Children, Young People and Families and Specialist Primary care: Worcestershire health visiting, school health nursing and early years support, respite care for families of children with life-limiting learning and/or physical disabilities, and community based paediatric services. Worcestershire sexual health services and community dental clinics. CAHMS Herefordshire and Worcestershire.

The post holder will join the consultant-led service within HWHCT currently consisting of:

- A Consultant in Palliative Medicine (0.6 WTE, Dr Claire Curtis) who works across the Wyre Forest and Tenbury locality providing clinical leadership for the Community

Palliative Care team in the locality and in-reaches into both Kidderminster and Tenbury Community Hospitals and KEMP Day Hospice where the consultant provides both an outpatient and a consultancy service. The consultant is based at KEMP hospice and currently also holds the role of Clinical Director for Palliative care services for HWHCT.

- The Clinical Director for St Richard's Hospice (0.8 WTE, Dr Kath Newton) who holds clinical responsibility for patients under the care of St Richard's Hospice (SRH) inpatient beds, and provides clinical advice and support to the SRH Community Palliative Care services for an area of South Worcestershire. The Clinical Director has additional responsibilities within the SRH. The consultant is based at SRH.
- A Consultant in Palliative Medicine (0.8 WTE, Dr Christina Radcliffe) who provides clinical leadership to the SRH Community Palliative Care services for South Worcestershire, providing an outpatient and consultancy service for that area. This post-holder also provides consultant advice and support to the Worcester, Evesham, Malvern, and Pershore HWHCT Community Hospitals, and provide consultant advice and support for a proportion of the St Richard's Hospice inpatient beds. The consultant is based at SRH.

JOB SUMMARY:

The post holder will be employed by HWHCT and will be supported by HWHCT Clinical Directors and relate to the HWHCT Medical Director; all are ultimately responsible within the Trust to the Chief Executive.

The post holder

The post-holder, in partnership with other existing Consultants in Palliative Medicine in Worcestershire, will be required to develop and coordinate services for people with palliative care needs by:

- Promoting good practise in the delivery of care
- Providing a clinical service with specialist advice and guidance to other clinicians in respect of palliative care
- Undertaking liaison, education, research and audit in palliative care

They will:

- Behave consistently with the values and beliefs of HWHCT and promote these on day to day basis.
- Act as a role model to colleagues, always seeking to maintain the highest standards of professionalism.
- Use their initiative and take responsibility for themselves and the quality of their work and the service they provide to patients.

CLINICAL DUTIES OF POSTHOLDER:

- Consultant clinical leadership for the R&B community CNS Palliative Care team, including a weekly community Multi-Disciplinary Team (MDT) meeting
- Support and advice to the community CNS Palliative Care team and primary care teams for R&B. This includes domiciliary and outpatient consultations, remote consultations and telephone advice. An approximate idea of this workload per week is 4 patient assessments, 6-12 telephone advice calls to professionals and the above 2 hour weekly MDT.
- Consultant led ward round for the Primrose unit up to twice a week alongside the ACP, reviewing up to 6 patients and their families each time, and providing advice to ward based staff and input as needed in-between.
- Consultant participation in the fortnightly Primrose Day Hospice MDT
- Specialist palliative care support and advice to the ACPs and Trust employed ward doctors leading the care on the community hospital wards in POWCH (Lickey and Cottage wards).
- To work with relevant specialists including non-acute and acute patient services, oncology and those caring for patients with long term conditions
- Participate in the Consultant on call rota covering out of hours responsibilities including weekends. (see below)
- Work alongside the other three consultants in palliative medicine for HWHCT to foster a collaborative team approach within and outside of organisational boundaries to provide appropriate clinical cross cover and integrate with non-specialist palliative care colleagues
- Flexibility to shape and respond to changing service requirements.

PROPOSED TIMETABLE WTE

This timetable is based on a 10PA post and is subject to change dependent on how many sessions the successful applicant(s) wishes to work.

- 2.5 SPA
- 7.5 DCC

DAY	AM	PM
Monday	DCC – Ward round Primrose unit, clinical admin. Lunch	SPA – QI, audit, teaching
Tuesday	DCC – Primrose unit morning handover followed by ward, outpatient or domiciliary reviews Lunch	DCC – Outpatient or domiciliary reviews, Clinical admin
Wednesday	DCC – fortnightly MDT Primrose Hospice followed by outpatient reviews or DCC -fortnightly Primrose unit morning handover followed by outpatient reviews or domiciliary visits Lunch	DCC – Clinical admin. SPA – teaching, CPD
Thursday	DCC – Community SPC MDT Meeting Clinical Admin Lunch	DCC – domiciliary visits
Friday	SPA – Consultant/team meeting DCC – Ward Round Primrose unit Lunch	SPA – CPD, Peer case reviews, Appraisal, job planning

CONTINUING PROFESSIONAL AND PERSONAL DEVELOPMENT:

There is an expectation that the successful candidate will remain in good standing for continuing professional development (CPD) with the Royal College of Physicians as part of revalidation. Study Leave arrangements are supported and approved by the HWHCT clinical director according to the Personal Development Plan and Trust policy.

The entitlement is 30 days per three years.

The post holder would be expected to attend regular meetings with local Palliative Medicine consultant colleagues to Peer Review their clinical care together.

Mentoring is available both through line management and other senior managers or clinicians in the Trust.

Consultants are expected to take responsibility for their continuing medical education within statutory limits.

All staff have full access to the medical libraries at the Charles Hastings Centre in Worcester and at the Alexandra Hospital in Redditch. Both libraries stock a wide range of books and journals and can access papers from other libraries. Staff can also carry out their own searches using an Athens password and access online journals.

CLINICAL LEADERSHIP AND MEDICAL MANAGEMENT:

The Trust supports the development of consultants in leadership and managerial roles and the post-holder will be encouraged to discuss any particular areas of interest with the Clinical Director. Individual Consultants have developed a close working relationship with their team leaders. The Trust supports integrated and collaborative working practices with a range of providers, including Primary Care.

There is a yearly Senior and Medical Leader Development Programme, Consultants wishing to develop their leadership potential are encouraged to apply for this.

APPRAISAL AND JOB PLANNING:

The Trust is committed to implementation of annual Consultant appraisal linked with job planning which forms an important part of revalidation and the postholder is expected to take part in this appraisal process.

TEACHING AND TRAINING:

The Director of Medical Education for the Trust is Dr John Sandford, Associate Medical Director for Medical and Dental Education. The post-holder will be expected to assist in teaching and training of junior medical staff and other professional groups within and outside of the Trust, acting as educational or clinical supervisor as needed.

Consultants can be involved in supervising staff on Non-Medical prescribing courses and may provide on-going supervision to non- medical prescribers in their team.

The Trust is strengthening links with the University of Worcester and suitably experienced Consultants may be considered for Honorary Academic appointments to develop joint educational and research initiatives. The post holder will also support the teaching of medical undergraduates from Birmingham university as well as Hospice short placement requests. An allocation of 0.25 PA per trainee is available for a formal Educational Supervisor role.

RESEARCH:

The Trust is part of national research projects and support facilities exist (Research and Development Committee) for any member of staff wanting to develop or involve themselves in research projects. An interest in supporting research is welcomed and the appointee will be encouraged to take forward research and service evaluation.

There is an expectation that Consultants will participate in clinical audit through direct activity and supervision of other staff.

SECRETARIAL SUPPORT & OFFICE FACILITIES:

The post holder is supported by a Medical Secretary employed by HWHCT.

A dedicated desk in an office at POWCH (currently single occupied but may be shared), with PC and internet connection. Laptop with the facility for remote working, and mobile phone will be provided.

CLINICAL GOVERNANCE:

As senior members of the clinical team and of the Trust, Consultants are expected to engage in systems of Clinical Governance and share responsibility for setting and monitoring standards. Consultants should play an important role in service/team evaluation and the planning of future service developments.

GENERAL DUTIES:

To appraise and give professional supervision to junior medical and nursing colleagues as agreed with the Trust in accordance with personnel policies and procedures. This may include assessing competencies under the NMC framework.

To fulfil the administrative duties associated with the care of patients.

To work with secretarial staff to record accurately and comprehensively, clinical activity. To ensure all documentation and clinical activity is completed, supported by medical secretarial

staff, to ensure completed documentation is forwarded to the relevant professionals within a timely manner. Understand performance and quality in relation to the work of the team, Trust and ICS, using professional judgement to work with the teams to achieve outcomes in line with Trust performance indicators.

To attend and participate in any relevant internal CPD provided.

To participate annually in a Job Plan review in order to ensure that the post is developed to take into account changes in service configuration and delivery associated with modernisation. As part of the job planning process HWHCT will support additional activities including external duties and special interest activities.

EXTERNAL DUTIES, ROLES AND RESPONSIBILITIES:

The Trust actively supports the involvement of the Consultant body in regional and national groups subject to discussion and approval with the Medical Director and, as necessary, the Chief Executive Officer.

OTHER DUTIES:

From time to time it may be necessary for the post holder to carry out such other duties as may be assigned, with agreement, by the Trust. It is expected that the post holder will not unreasonably withhold agreement to any reasonable proposed changes which the Trust might make.

ON CALL AND COVER ARRANGEMENTS:

The post-holder will participate in the specialist palliative medicine on call rota to ensure that both emergency and urgent services are provided out of normal hours, to be shared equally with consultant colleagues in the county.

The post-holder will primarily provide first on call telephone advice to healthcare professionals from HWHCT (including the community hospital wards in Bromsgrove, Kidderminster, Tenbury, Malvern, Worcester, Pershore and Evesham), Worcestershire Acute Hospitals NHS Trust (Alexandra Hospital and Worcester Royal Hospital), Worcestershire hospices, and Worcestershire out of hours primary care services, when on-call. Call frequency is hugely variable, for example over a Sat/Sun period a consultant may receive anything from 2 – 6 calls over each 24-hour period.

They would be expected to attend hospice or hospital sites to review patients when consultant level face to face clinical review is necessary. The consultant on call must be prepared to attend willingly whenever requested to do so by a member of their medical and nursing team. This is unusual, but unpredictable.

When a specialist trainee participating in on-call work is on placement in the county, the post holder will provide second on call support to the trainee.

The Consultant on-call rota is currently 1 in 7 which attracts a category A (5%) whole time salary supplement. There is no compensatory rest period following on-call but consideration will be given to time off in lieu in the event of high on-call workload overnight.

Cross cover for annual leave and sickness will be arranged and agreed between the four HWHCT consultant posts.

STAFF WELLBEING:

The health and wellbeing of our workforce comes first.

We promote individualised job planning and we consider an optimal work/life balance to be critical.

Full occupational health services, staff support and counselling services, coaching and mentoring opportunities, pastoral support, and Schwartz Rounds are available. Full details are disseminated at induction.

We support flexible working in a multitude of different ways; if we can accommodate your preference or requirement we will. We promote compressed, non-standard (evening or weekend) or annualised hours, remote working opportunities and facilities, job shares, job rotations, a term-time focus, career breaks and portfolio roles and careers.

VISITING ARRANGEMENTS:

Dr Claire Curtis (Clinical Director for Palliative Care Services): 01527 488064

Mrs Jill Proctor (Integrated Community Services lead, Community SPC North): 01527 488064

ADDITIONAL RESPONSIBILITIES FOR ALL STAFF

Herefordshire and Worcestershire Health and Care NHS Trust is committed to providing a safe, healthy and fair working environment and to providing staff with opportunities to maximise their contribution through involvement and professional development.

In addition to the specific responsibilities set out above, Herefordshire and Worcestershire Health and Care NHS Trust has the following expectations of all staff:

Corporate Responsibilities

All staff must ensure that their actions and behaviours are in line with, and consistent with, the Trust's values:

- **Courageous**
- **Ambitious**
- **Responsive**
- **Empowering**
- **Supportive**

Matters of a confidential nature, regarding both staff and patients may be available to members of staff; divulgence of information or even of the knowledge of such information must only occur in the proper exercise of the above duties.

All staff must ensure that information security is maintained at all times, taking personal responsibility to be aware of and ensure that their actions and behaviours are in line with, the Trust's information governance policies.

All staff will be required to comply with policies and procedures issued by and on behalf of the Trust.

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

Training and Development

All staff have a responsibility to participate in regular appraisal with their manager/team leader, where there is a joint responsibility to identify any training and development needs.

All staff have a responsibility to undertake statutory and mandatory training as deemed appropriate by the Trust. Details are available in the Trust's Statutory/Mandatory/Essential Training Checklist.

There may be other hospice specific mandatory training that is necessary to complete in addition to the trust. This will be discussed on induction.

Every effort is made to provide statutory and mandatory training by a variety of methods and in a variety of settings and times. However, there is an expectation that as a condition of employment, the Trust requires its staff to attend training sessions that may fall outside their normal working hours.

Safeguarding

Within their sphere of competence, all staff are responsible for promoting and safeguarding the welfare of the children, young people and/or vulnerable adults for whom they are responsible or may come into contact with, in the job role.

Health and Safety

The Trust aims to provide all staff, visitors and service users with a safe environment, in which to work or visit, without suffering any personal injury or ill health.

All members of staff are responsible for ensuring that they work in such a way as to ensure their own health and safety and that of other staff, clients, patients and members of the public.

All staff will be required to comply with regulations relating to the Health and Safety at Work Act and Infection control.

Managers' Responsibilities for Health and Safety

Managers should:

- Take reasonable care of their own health and safety and that of others, who may be affected by their “acts or omissions”.
- Co-operate with the Trust on Health, Safety and Security matters so that it can comply with its legal duties.
- Not interfere with or misuse anything provided in the interests of health, safety, security or welfare.
- Ensure that effective arrangements are in place to enable a safe and secure working environment and safe systems of work for all staff, students and others working under their control.
- Ensure that all staff, students and others working under their control comply with statutory requirements, Trust Health, Safety and Security related policies, procedures, and codes of practice and with the arrangements in place to control health, safety and security risks.

Failure to carry out these requirements may result in disciplinary action.

Control of Infection

The Trust is firmly committed to reducing Healthcare Associated Infection. All staff must work to the Trust's Hand Hygiene Guidance, Infection Prevention and Control Policies, Procedures and Guidance relevant to their area of work and undertake the necessary training. For staff in clinical areas this will be appraised through the KSF review process and/or other relevant professional review processes.

Information Quality

All staff must ensure complete and accurate data is collected and recorded in a timely manner.

Equality and Diversity

The Trust recognises the diversity of its staff and undertakes to treat them equitably and fairly irrespective of gender, gender identity, disability, race age, sexual orientation, religion or belief. The Trust recognises its duty to each and every individual employee and will respect their human rights'; the Trust also expects that its employees will treat other staff, patients and members of the public with dignity and respect.

Confidentiality

Staff must at all times maintain confidentiality on information gained in the course of their duties. This may well include access to personal information relating to service users and Trust staff.

Information Governance

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act, the NHS Records Management Code and the NHS Code of Confidentiality.

All staff should be aware of the requirements of the Freedom of Information Act 2000 and the Trust's procedures for dealing with requests for information in a timely manner.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to the Trust's Records Management policy. Staff should be aware that patients' records throughout the Trust will be subject to regular audit. In addition, all health professionals are advised to compile records on the assumption that they will be accessible to patients in line with the Data Protection Act 1998. All staff who access patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with Trust Policy.

Smoke Free Policy

All buildings and grounds are smoke free. There is no provision of 'smoking rooms' inside buildings.

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

PERSON SPECIFICATION

Job Title: Consultant in Palliative Medicine

	ESSENTIAL	Desirable
<p>Values and Behaviours</p> <p>– <i>These will be tested throughout the selection process</i></p>	<p>Put patient care at the heart of the work you do to improve health care outcomes and service delivery</p> <p>Deliver the highest standards and quality outcomes possible</p> <p>Be the best you can be, always look for ways to improve and develop to reach your potential. Show a commitment to continuing professional development</p> <p>Encourage others to develop themselves and the service through improvement, innovation and continuous development</p> <p>Joint working with others, e.g. patients, colleagues in the delivery of high-quality healthcare</p> <p>Build positive working relationships, respecting and valuing others, being helpful and inclusive</p>	<p>A track record of innovative practice.</p> <p>Be able to demonstrate experience of working with colleagues outside specialist palliative care.</p>
<p>Qualifications</p>	<p>Full registration and a licence to practise with the GMC. MRCP (UK) or equivalent.</p> <p>On the GMC Specialist Register or within 6 months of CCT from the date of interview, Certificate of Eligibility for Specialist Registration (CESR) or European Community Rights</p>	<p>Appropriate Higher degree</p>
<p>Clinical Experience</p>	<p>Ability to offer expert clinical opinion on range of problems both emergency and elective within specialty</p>	<p>Expertise in subspecialty</p>

	<p>Ability to take full and independent responsibility for clinical care of patients</p> <p>Experience of working within and in leading the Palliative Care multi-disciplinary team</p> <p>Advanced communication skills</p>	
Management skills	<p>Demonstrate effective team working skills.</p> <p>Ability to organise and prioritise workload effectively</p> <p>Proven knowledge of systems and process of NHS or equivalent.</p> <p>Sense of understanding and commitment to corporate responsibility.</p> <p>Understanding and experience of all aspects of Clinical Governance.</p> <p>Evidence of management/leadership skills training.</p> <p>Commitment to and understanding of their responsibility to the organisation(s).</p> <p>An understanding of voluntary sector hospice funding and management and of current agendas within the NHS and voluntary sector which have a bearing on the strategic vision of specialist palliative care.</p>	Management/leadership qualification
Leadership Skills	<p>An understanding of and ability to demonstrate their ability to:</p> <ul style="list-style-type: none"> • Empower others • Lead through change • Influence strategically • Work collaboratively • Drive for improvement 	Leadership qualification

Teaching skills	<p>Experience of multi-disciplinary teaching</p> <p>Experience of teaching undergraduates and postgraduates</p>	<p>Teaching qualification</p>
Audit and research skills	<p>Experience of audit management and conducting clinical audit</p> <p>Ability to apply research outcomes to clinical problems</p> <p>An awareness of current specialty specific developments and initiatives</p>	<p>Publications in relevant peer-reviewed journals</p> <p>Evidence of having undertaken original research</p>
Other Qualities	<p><i>Candidates must have a good attendance record. They should have less than 3 episodes of sickness absence over the 6 months period prior to the closing date for this post.</i></p> <p>Able to drive or to provide own transport to meet the requirements of the post.</p>	

ADDITIONAL INFORMATION

Departmental Profiles

HWHCT

Consultants in Palliative Medicine

Dr Claire Curtis – Wyre Forest. Clinical director for palliative care services HWHCT

Dr Kath Newton – Clinical Director for SRH

Dr Christina Radcliffe – S.Worcs

Advanced Clinical Practitioner, Primrose Unit

Mrs Maxine Palmer

Integrated Community Services Lead Community Specialist Palliative Care (North)

Mrs Jill Proctor

Palliative Care Community Team (N. Worcs)

1 WTE medical secretary

1.6 WTE administrator

0.5 WTE Clinical psychologist Wyre Forest

3.0 WTE CNS Wyre Forest/Tenbury

4.4 WTE CNS R&B

0.6 WTE End of Life Educator

Medical Director: Dr John Devapriam

Associate Director Countywide Community Services: Mrs Kath Stanbra

Primrose Hospice

Primrose Hospice & Family Support Centre is an independent charity, offering care and advice to patients living with a life-limiting illness and supporting families in the North East Worcestershire area.

They have a Day Hospice providing a range of tailored support for patients and a Family Support Service offering individualised support to adults and children including a counselling service, benefits advice and a living well service.

The hospice values are Care, Compassion, Community.



Chief Executive Officer: Mr David Burrell

Head of Clinical Services: Mrs Dawn White