

ANNUAL REPORT 2017



WELL WOMAN MEDICAL AND COUNSELLING SERVICES 2017

FAMILY PLANNING SERVICES:

- Combined oral contraceptive pill, the mini pill and Nuvaring
- Intrauterine devices, including Mirena, Jaydess, Kyleena and three types of Copper Coil
- Implants (Implanon) and injectable contraception (Depo Provera)
- Evra (contraceptive patch)
- Emergency contraception and post-coital coils

WOMEN'S AND GENERAL HEALTH SERVICES:

- Pregnancy testing and blood testing
- Initial infertility investigations
- Post termination medical check-ups
- Breast examinations
- P.M.S. and Menopause consultations

SCREENING AND SEXUAL HEALTH SERVICES:

- Cervical smear testing CervicalCheck (the National Cervical Screening Programme) and Private Smear Tests (Coombe Hospital, Dublin)
- Screening for Sexually-Transmitted Infections (Men's STI screening is available in Pembroke Road and Liffey Street)
- Chlamydia testing
- Cryotherapy
- HPV typing

COUNSELLING:

- Non-directive pregnancy counselling, and post-termination counselling available in all centres, free of charge
- General counselling available in all centres (including sexual abuse, depression, relationship issues, stress, low self-esteem).
- Counselling in Pembroke Road to support women with Hepatitis C
- In Pembroke Road Consultant Psychiatrist Dr Eimer Philbin Bowman deals with issues including phobias, panic attacks, depression, eating disorders, psycho-sexual problems and vaginismus.

More information on services and opening hours can be obtained by visiting our website, www.wellwomancentre.ie or by phoning any Well Woman centre.

67 Pembroke Road,
Ballsbridge, Dublin 4
Tel: 01 660 9860 /
Tel: 01 668 1108

Northside Shopping Centre,
Coolock,
Dublin 5
Tel: 01 848 4511

35 Lower Liffey Street, Dublin 1
Tel: 01 872 8051 /
Tel: 01 872 8095



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A MESSAGE FROM OUR CHAIRWOMAN

When I review our progress in 2017, I can say with certainty that the challenging decisions taken by the Board in recent years are clearly delivering for the organisation.



We began 2017 still basking in the afterglow of winning the 2016 eir Spider award for our website. As the year progressed, it became apparent that the website plays a significant role in raising increased brand awareness of the Dublin Well Woman Centre among women, with 22% growth in visitor numbers to the website when compared to the previous site, and many younger women using the online booking system to organise their healthcare appointments.

We continued to build on our Digital Marketing Strategy in 2017, by hosting live-stream discussions on our website and social medial platforms on women's health topics.

As a result of the restructuring process undergone by the Dublin Well Woman Centre in recent years, and thanks to the co-operation of staff, the organisation delivered a third consecutive year of surplus in 2017. This meant that in April the Board was able to honour its commitment to staff, by approving restoration of two-thirds of the pay-cut taken in 2012. We are confident that the difficult decisions taken between 2014 – 16 were necessary, and we are confident in the robustness of our budgetary and forecasting processes going forward.

Since 2016, we have been planning for the medium-term transformation of the Dublin Well Woman Centre, with a working group of Board members and senior management. This stems from knowing that a number of our premises leases will expire in 2018, and it gives us a once-in-a-generation opportunity to consider what the Dublin Well Woman Centre can become, and how we can continue to innovate in a changing healthcare environment.

Having surveyed patients in the three clinics to measure their interest in new locations and new medical services, we moved in May 2017 to adopt a property strategy for the organisation. This looked at the potential to create a city-centre flagship clinic – combining Liffey Street, Pembroke Road and Head Office – versus the alternative options of relocating one or both of these clinics, with a co-located Head Office. Once the Board and senior management had defined the way forward, the Chief Executive was tasked with finding a suitable premises in which to create a 21st Century Well Woman clinic.

This is taking place against a backdrop of economic recovery. While there is no cause for complacency, and Brexit still represents a 'known unknown' in terms of its impact, it is undoubtedly true that discretionary spending for consumers has eased, and many women are once again taking a more proactive interest in their health and well-being.

In Summer 2017 we conducted our 4th Annual Patient Satisfaction Survey. It was gratifying to see such high levels of patient satisfaction – once again over 90% of Well Woman patients are happy to recommend us to a friend, colleague or family member.

For the first time since introducing our annual survey, in 2017 we included a question to measure Well Woman's Net Promoter Score; it is over 64%, which is high for a healthcare services provider. From my own role as Head of Insights & Planning at Dublin Airport I know that this is a very high score indeed, showing how engaged with the brand Dublin Well Woman Centre patients are.

The Dublin Well Woman Centre takes seriously its responsibilities as a recipient of public funding. We work constructively with the office of the Charities Regulator, and are 'on the journey' towards adoption of the Governance Code.

During 2017 we introduced a new monthly Board report. While the Finance Committee continues to regularly review Management Accounts, a monthly Dashboard report is now circulated to the Board by the Chief Executive. In addition to topline financial data, the dashboard includes a series of financial, organisational, governance and customer experience KPIs, and gives Board members broader awareness of what is happening at clinic level.

We were audited twice during 2017, by the HSE in respect of our financial and management control processes, and by the Sexual Health and Crisis Pregnancy Programme in respect of our implementation of its Self-Assessment Framework for funded organisations. I am pleased to note that their subsequent reports to the Board were favourable, with a small number of low- or medium-level recommendations for improvement.

While compliance and governance may be time-consuming, they are both essential and beneficial to the Dublin Well Woman Centre. Not only does the compliance framework within which we operate compel us to observe the highest governance standards – it pushes us to continue to ‘keep our eye on the ball’ where women’s healthcare is concerned and to keep our expertise relevant to and for women. Our services must be evidence-based, and they must respond to what women really need from a primary healthcare provider.

The Dublin Well Woman Centre has a long history – over its 40-year existence – of supporting women in crisis pregnancy, and campaigning for their rights to reproductive choice. In 2016 we joined the Coalition to Repeal the 8th Amendment. In 2017, we made a policy submission to the Citizen’s Assembly, calling for removal of the 8th Amendment, and the provision of safe and regulated abortion services to women. We used our submission to also call for vastly improved sexual health and relationship education, and affordable access to the more effective forms of contraception

The Citizen’s Assembly report and its recommendations were subsequently considered in depth by the Joint Oireachtas Committee on the 8th Amendment. What was most striking as these processes unfolded was that so many people, both citizens and elected representatives, clearly have been on a journey of understanding of the realities of Ireland’s abortion situation, and there was near-unanimous realisation that the status quo was no longer an option.

The Joint Oireachtas Committee issued its report just before Christmas 2017, and at time of writing a Referendum to repeal the 8th Amendment is forthcoming. The Dublin Well Woman Centre has used its voice during the campaign to speak to the adverse health consequences for women of the 8th Amendment, and we are hopeful that, after 35 years, a change is going to come.

In our ongoing work, we greatly value our positive partner relationship with the H.S.E. We are proud to deliver GMS services in Coolock, along with crisis pregnancy services and CervicalCheck cervical screening services in all our locations.

Well Woman’s success in service delivery depends on a massive team effort, and 2017 saw several innovative steps taken by senior management to make that team even stronger. A series of monthly informal staff lunches started. We also conducted Well Woman’s first Annual Staff Satisfaction Survey, and we closed the clinics for a day in November for all staff – clinic and Head Office - to gather together for training and team-building. The training day received such positive feedback that we have committed to making it an annual event, and the survey gave the Board and senior management valuable insights on which to build. To all of our dedicated doctors, nurses, counsellors, and administration staff, huge thanks.

In the strategic development of the organisation, the Board of Directors, the Finance Committee and Project 2018 Working Group, deserve recognition for the tremendous amount of expertise they gave to the organisation and its senior management during 2017. I would like to extend particular thanks to our Chief Executive and Medical Director - their leadership and commitment has been exemplary.

I am proud to be Chairwoman of the Well Woman Centre and part of the team, and to witness our resilience, innovation and determination to model the best standards in women’s healthcare, as well as advocating for our patients. I look forward to our continued development and success in the coming year.

Jan Richards
Chairwoman,
May 2018

CHIEF EXECUTIVE'S REPORT

If there was a theme for our work during 2017, it was that of starting a journey along a clearly-defined route. Following on from three years of instability and a challenging restructuring process, we are now working towards realising our plan for what the Dublin Well Woman Centre can become in the medium-term: a cutting-edge health service for women, characterised by excellence and innovation.

In 2016, the Board's Project 2018 working group had been set up to start this process. In mid-2017, following on from patient research, and consultation sessions with retail and property consultants, Well Woman agreed a property strategy to underpin the organisation from 2018 on. From that point, the formal process of identifying new location/s has been underway; albeit we are looking in a buoyant property market, it is an exciting process. At time of writing, we are hopeful that we may be close to securing the property which will define Well Woman going forward.

During 2017, our 4th annual Patient Satisfaction Survey confirmed again that our patients hold the Dublin Well Woman Centre in high esteem, with over 90% prepared to recommend us to a friend, family member or colleague. The survey also gave us useful pointers as to how various aspects of our service delivery can be improved, and we are working this year to make these happen.

Against the backdrop of continued public and political focus on governance deficits in the not-for-profit sector, it is important to remember that the services provided by not-for-profit organisations are valuable, and important to Irish society.

The need for good governance has presented each of us active in the social economy with an opportunity to get our own houses in order. Good governance must be at the heart of everything a social enterprise does; in this regard, a detailed Risk Register is presented to the Board at the start of the year, with interim progress reports. Well Woman also

works constructively with the Charities Regulatory Authority, and is on the journey towards adoption of the Governance Code for NGOs.

With regard to vindicating women's reproductive decisions, we still have a long way to go. During 2017, Well Woman worked along with the Coalition to Repeal the 8th Amendment - an umbrella grouping of over one hundred progressive healthcare, feminist and social change organisations - towards a referendum to repeal the 8th Amendment. Our ethos, and our 40-year history supporting and defending women's rights to reproductive choices, demand no less of us.

In 2016, the Government had convened a Citizen's Assembly to consider, inter alia, the 8th Amendment. Well Woman was one of many organisations to make a policy submission to the assembly, in which we highlighted the discriminatory nature of the current legal situation, and the need for safe and legal abortion services to be available to women in Ireland, in the context of public healthcare delivery.

After lengthy consideration and thorough engagement with individuals and groups on both sides of the abortion debate, the Citizen's Assembly delivered a series of recommendations in Spring 2017; this was followed by a Joint Oireachtas Committee, which issued its report and recommendations in December 2017.

Reaching the point where a referendum to remove the 8th Amendment is now imminent is in many ways the culmination of a 35-year struggle to vindicate women's health and women's lives. In the last year, many of our elected representatives have taken on board the need to seriously interrogate and reflect on their own attitudes and beliefs around abortion access, and it has been striking to see how, when calmly presented with the lived reality of many women's tough decisions, they have moved in their positions.

Here, it is essential to acknowledge the many courageous women, and couples, who stepped forward to speak publicly of their own private experience under the 8th Amendment. I would like in particular to recognise those who faced the diagnosis of a fatal foetal abnormality and had to make a heart-breaking decision around travelling to another jurisdiction to end a much-wanted pregnancy.

Should we succeed in removing the 8th Amendment, it will not mark the end of the struggle for the Dublin Well Woman Centre, but will move us to the next phase. We will hopefully be in a position to begin providing a medical abortion service to women, offered as part of our current crisis pregnancy support medical and counselling services.

While these political deliberations are ongoing, Well Woman's role in advocating for women with a crisis pregnancy, and in providing post-abortion supports to women and men, will continue.

It is clear that Ireland's sexual health needs have changed, with most people now having a number of sexual partners throughout their lives. People live longer and consequently remain sexually active for longer; their needs around contraception, fertility, reproductive and sexual health, and sexual identity are more complex and relevant over longer periods. Quality services must be in place to meet these needs.

I must thank my colleagues in the management team, Shirley, Josephine, Catherine and Maureen, and all of our staff for their dedication to our patients, and their loyalty to what Well Woman represents.

Finally, warmest thanks must go to our Chairwoman Jan Richards, and to Well Woman's Board of Directors. Jan and the Board gave me extraordinary support and guidance during 2017, for which I am most grateful.

Alison Begas
Chief Executive
May 2018

MEDICAL DIRECTOR'S COMMENTARY AND REPORT

In 2017 Well Woman clinical staff had nearly thirty thousand patient consultations. It is vital that the advice and treatment given to patients is accurate, up to date and consistent across our three clinics.

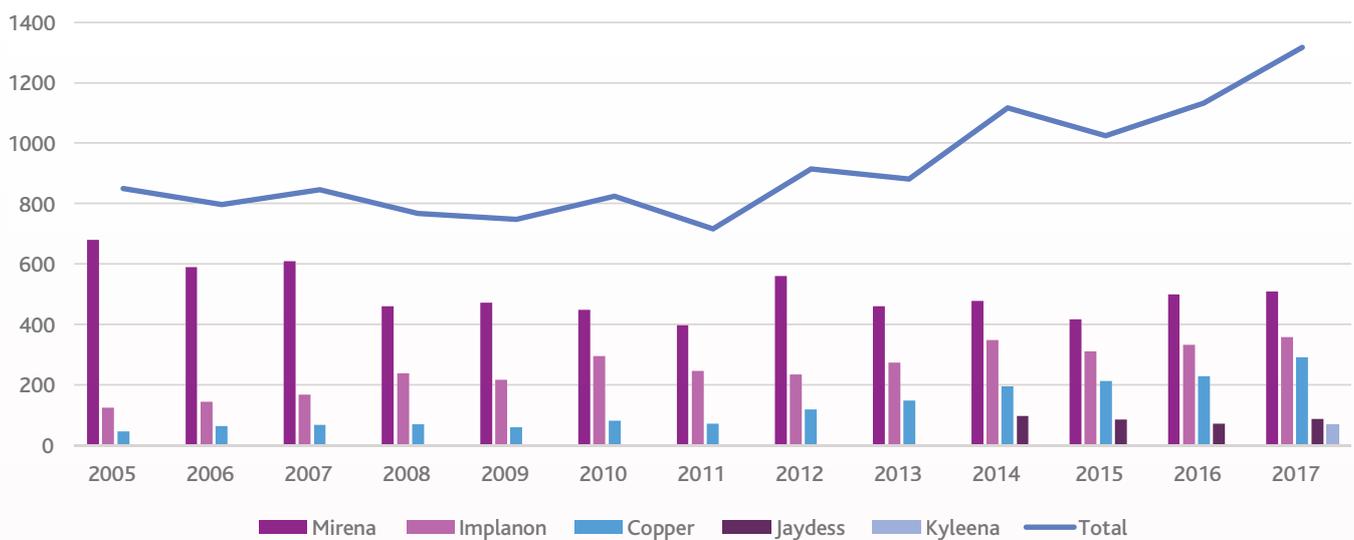
A document on Clinical Governance has been produced as a guide to how we manage our processes. It outlines the various elements required – from recruitment and training to audit and reviews of clinical effectiveness. The document also addresses the quality and safety of our service, for example the systems in place to follow up on test results. Finally, we are committed to research and development. New services and improvements in current services are a vital part of what we do. Over the years we have been involved in research projects with the Royal College of Surgeons, the National Virus Reference Laboratory and Cerviva, the HPV research group. This year we recruited patients into a Cerviva study on alternative biomarkers for cervical cancer.

LARCS IN WELL WOMAN

Use of Long Acting Reversible Contraception (LARC) has been increasing over the last few years. In April 2017 we saw the introduction of a new intrauterine system, Kyleena. It is a mid – range coil with less hormone release than Mirena but the same length of use – five years. In contrast Jaydess is effective for three years. Implanon is a hormonal implant fitted under the skin on the inner aspect of the upper arm. Lastly, we stock three non-hormonal copper intrauterine devices in each clinic.

Women who wish to avoid taking hormonal contraception can opt for a copper coil. We provide three different copper devices which last for three, five or ten years depending on type fitted.

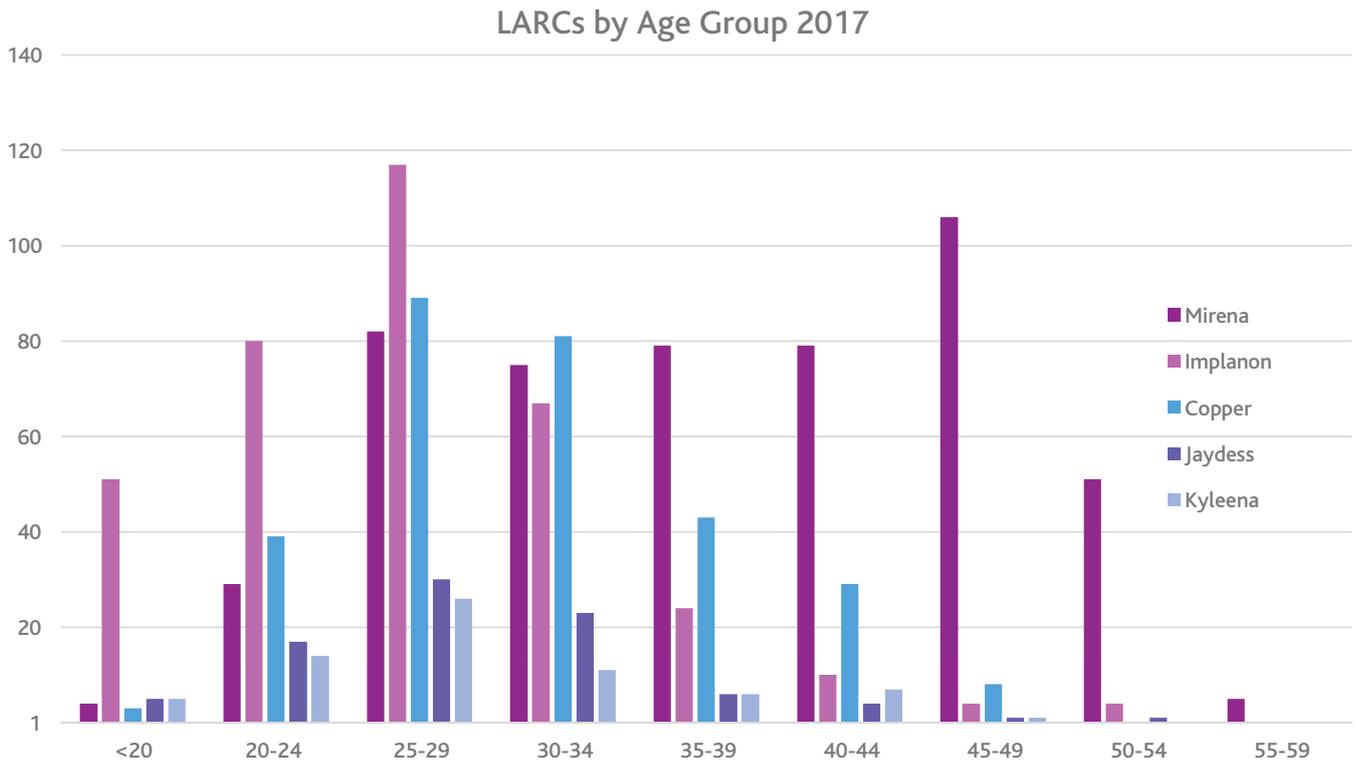
LARCs in Dublin Well Woman



LARCS BY AGE GROUP

All forms of contraception have a failure rate but LARCs have a failure rate of less than 1%. The most effective LARC is Implanon with a failure rate of 0.05%. Hormone releasing coils have a failure rate of 0.2% and the rate for copper coils is 0.8%.

As women get older, menstrual bleeding tends to increase. This can be controlled by taking oral medication but many women choose to have a Mirena fitted as it is very effective in reducing bleeding and provides reliable contraception.

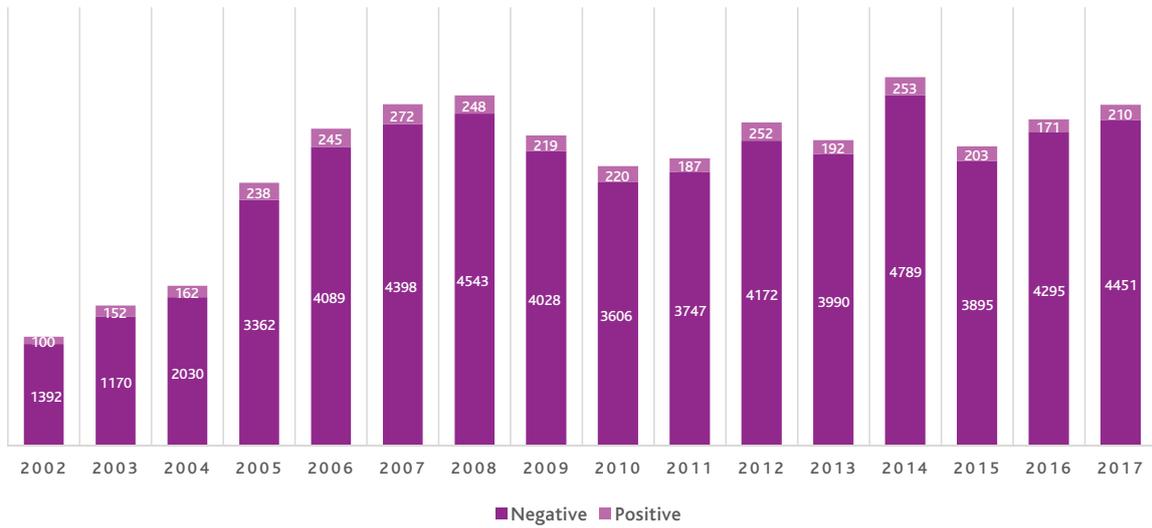


CHLAMYDIA TESTS

Chlamydia is a sexually transmitted infection. Most men and women who have a chlamydia infection have no symptoms. We offer screening to all patients who have had a new partner in the last year. The test is a triple test

and includes a check for gonorrhoea and trichomonas vaginalis (TV). In contrast to chlamydia, the number of positive tests for gonorrhoea are 10 – 15 per year and TV 1 or 2 per year.

Chlamydia Results 2002 - 2017

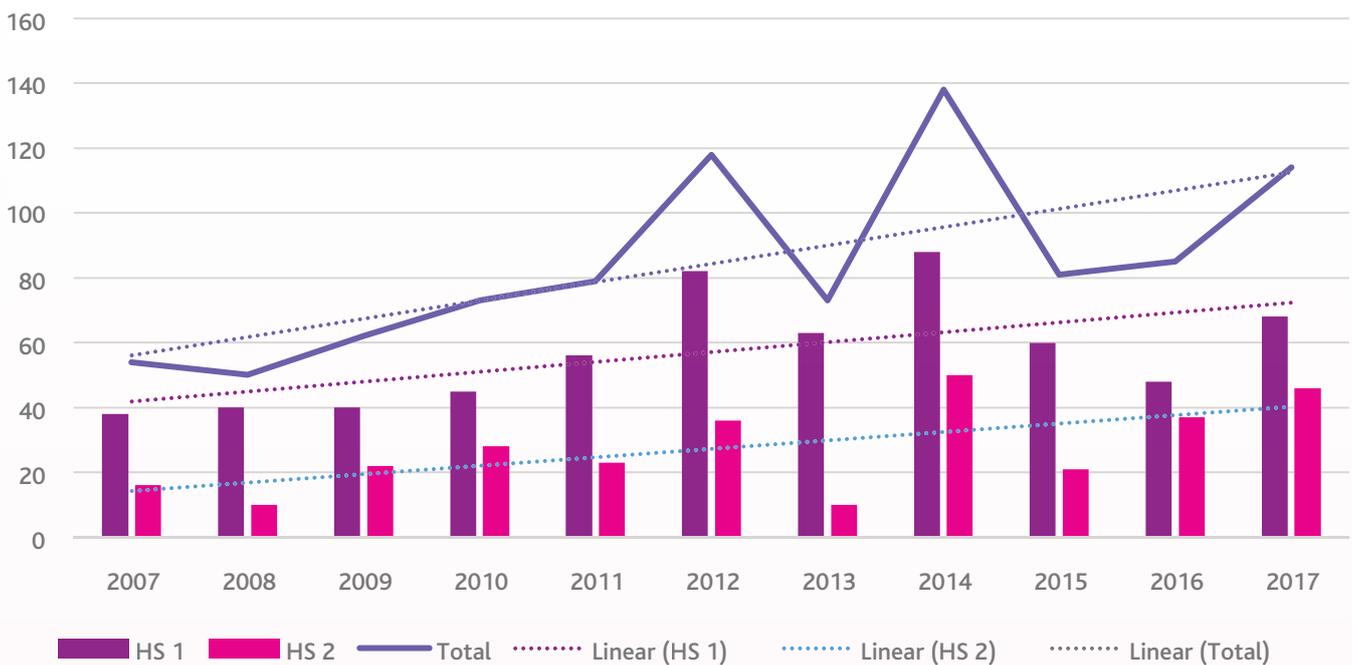


HERPES STATISTICS

Genital herpes can be a very painful infection. A first episode of herpes can cause a flu like generalised illness followed by an outbreak of painful open sores in the genital area. A swab test is taken to confirm the diagnosis and treatment is started immediately.

Antiviral medication, oral analgesics and local anaesthetic gel is prescribed. The swab test will report whether it is a Type 1 or Type 2 strain. Both types can recur but the type 2 strain is the more persistent.

Herpes Simplex



HORMONE REPLACEMENT THERAPY (HRT)

The average age for menopause is around 51 years of age. Most women will notice hormonal changes and will experience a range of symptoms. The severity and length of time symptoms occur varies from person to person. Hot flushes, night sweats, sleep disruption and mood swings are common. Chest pain, palpitations and generalised aches and pains may also be an issue.

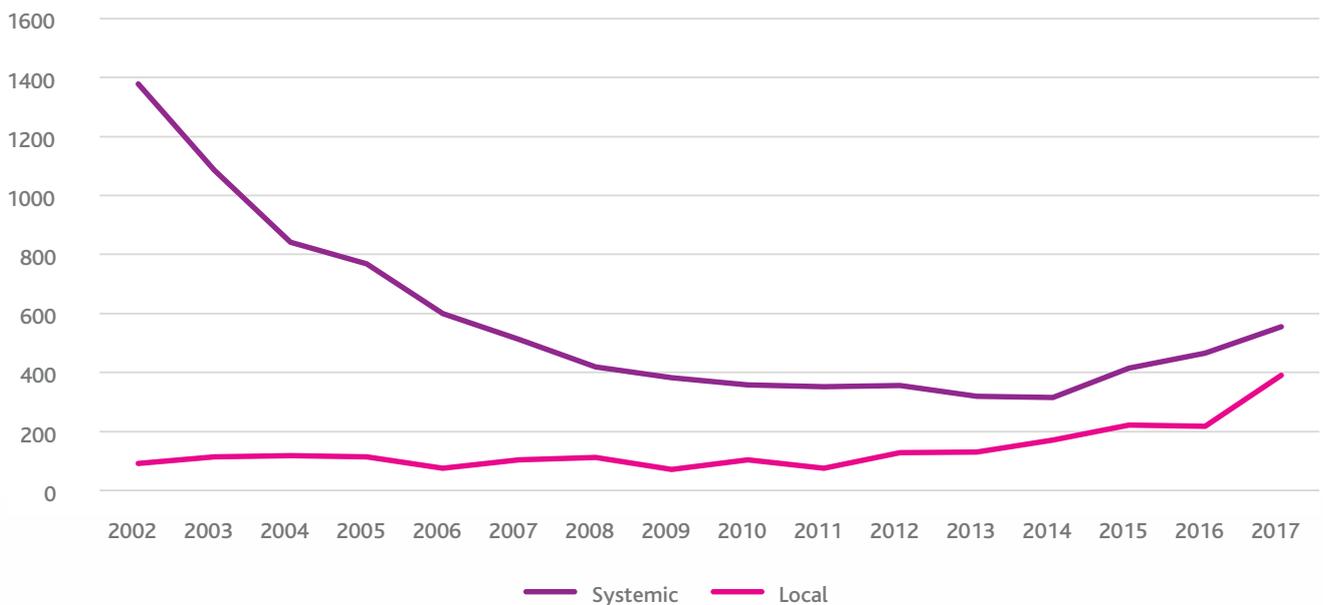
There are various systemic preparations of Hormone Replacement Therapy (HRT) - tablets, patches, gels – and different types and strengths of oestrogen and progestogens. For the vast majority of women HRT is safe and will relieve symptoms rapidly, often within one or two weeks. In general, the benefits of taking HRT outweigh the risks for

women until at least the age of sixty. Those women who wish to continue taking HRT after this age should have a risk assessment and those who are taking tablet HRT may be transferred to patches because the risk of developing a blood clot increases with age and tablets (but not patches) add extra risk.

For women with vaginal discomfort or recurring urinary tract infections, vaginal oestrogen preparations, local HRT, may be of benefit.

There has been a gradual increase in uptake of both systemic and local HRT over the last three years.

HRT Prescriptions



Dr Shirley McQuade
Medical Director
May 2018

COUNSELLING SERVICES: AN OVERVIEW

WELL WOMAN COUNSELLING SERVICE:

Dublin Well Woman offers Crisis Pregnancy, Post Termination and General counselling across all our three Dublin centres. Our counselling services are client-centred and non-judgemental. Dublin Well Woman counselling services provides clients with a safe and supported space in which to explore and examine issues that may be causing distress to them.

Dublin Well Woman employs a team of counsellors who are professionally trained and fully accredited with the Irish Association of Counselling and Psychotherapy (IACP). Our counsellors adhere to all the professional and ethical criteria required by the IACP such as regular supervision and continued professional development as well as in-house training and team meetings. Each of our counsellors have many years of experience. The counsellor's role is to listen, support and facilitate the client to achieve the changes they desire in their life.

Our Crisis Pregnancy counselling service continues to be funded by the HSE Crisis Pregnancy Programme, which enables us to continue to give women the vital support they need at this stressful time.

Arising from the HSE CPP's Self-Assessment Framework for funded services, we had our Self-Assessment visit in July 2017 from the CPP HSE. The feedback we received from the CPP HSE was very positive and supportive of our service. We will continue to work on the recommendations from the meeting.

CRISIS PREGNANCY COUNSELLING:

Our crisis pregnancy counselling is non-directive, client driven and legally compliant. Our counsellors are here to support the client to discuss all the options available to her, parenting, adoption and abortion. Clients are welcome to bring along someone to the counselling session as a support.

Throughout 2017 we continued to notice an increase in the number of women discussing the impact the debate on repeal of the 8th Amendment was having on them. Women were being more vocal about the issue with us. Women continue to express their anger and frustration at having to travel to another jurisdiction in order to have an abortion, as this only adds shame, loneliness and a further financial burden to an already distressing situation.

We continued to see an increase during 2017 in the number of women availing of our crisis pregnancy counselling service. We noticed a greater number of women aged 40-50 presenting with crisis pregnancies. These women expressed being shocked at being pregnant as they thought they had a low if any chance of being fertile and were therefore not taking as much precaution as they would have when younger.

We welcome the increase of women attending our service as we believe that the more support and information women have, the better choices they can make.

POST TERMINATION COUNSELLING:

Our post termination counselling service is available to anyone female or male, who has experienced a termination and may need to explore their feelings and emotions around the experience. While generally clients vary in when they attend for post termination counselling, we experienced a marked increase in women attending for post termination counselling who had an abortion as far back as 20 years. Again these women stated that the political debate and media coverage to repeal the 8th Amendment impacted on them and as a result brought up many issues for them.

The emotional issues that are experienced around a termination can vary from woman to woman, therefore, it is of utmost importance that women feel they have a confidential and supportive space in which to discuss their feelings and experience.

Dublin Well Woman continues to liaise with other professional service providers in order to maintain best practice.

GENERAL COUNSELLING:

Dublin Well Woman's general counselling service offers clients a safe and supported place to explore and examine issues that are both present and past and may be causing them distress.

General counselling is available for a range of issues such as depression, self-esteem, stress, relationships, bereavement, life changes, abuse and anxiety.

The numbers of clients using our general counselling service continued to see an increase during 2017. We have continued to keep our counselling fees at a competitive level and have not increased fees.

We have access to a highly experienced Consultant Psychiatrist in our Pembroke Road Clinic. Dr. Eimear Philbin Bowman works with clients who have issues regarding, vaginismus, psycho-sexual problems, and eating disorders. She also carries out initial assessments for Asperger's Syndrome.

Catherine Clements
Head of Counselling Services,
May 2018

BOARD OF DIRECTORS 2017

MS JAN RICHARDS (CHAIRWOMAN)

Jan is a mother of three children, and is currently Head of Insights and Planning at Dublin Airport where she is responsible for managing the significant research and Passenger Experience management programmes, brand strategy, and communications planning. Insights from research and trends data drive Dublin Airport's commercial, operational and strategic plans. Jan was the pioneer of the daa values programme, and is proud of her key role in developing and launching an organisational values programme in 2014 that, after the first 9 months, had an awareness level of 73% of the 3,000+ strong workforce, and currently has over 100 Values Ambassadors throughout the business.

Jan worked in planning and communications in London, Budapest and Dublin for 16 years; and facilitated on the adoptive parenting courses run by the H.S.E. for prospective adopters for 7 years.

EIMEAR FARRELL

Eimear is a qualified Management Accountant and is a member of the Chartered Institute of Management Accountant, with over 20 years of experience within the financial services sector. Eimear was appointed by the Financial Services Division in Trinity College as Management and Financial Accounting Manager in 2014. Prior to joining Trinity, Eimear held a number of positions which have encompassed the treasury, fund accounting and financial leasing industries.

GRÁINNE KEANE

Gráinne is a Fellow of Chartered Accountants Ireland and has over 15 years of experience in the education sector. Gráinne has held a variety of financial roles within University College Dublin and is currently Director of Finance for UCD College of Health and Agricultural Sciences and the National Virus Reference Laboratory where she is responsible for leading

two finance teams with a focus on strategic and financial planning. Prior to joining University College Dublin, Gráinne trained as a Chartered Accountant with KPMG. Gráinne is also a Treasurer and Council Member for the Irish Federation of University Women, a national organisation of female graduates that supports educational initiatives for women and is a member of the Board of Directors of Penang Medical College - a Medical College in Malaysia jointly owned by University College Dublin and Royal College of Surgeons Ireland.

As well as being a qualified Chartered Accountant, Gráinne has a Degree and a Masters in Accounting and Finance from Dublin City University and a Diploma in Leadership from Chartered Accountants Ireland.

PAT EDMONDSON

Pat Edmondson is Associate Director at Dublin City University Trust. Her focus is on the development, cultivation and stewarding of a portfolio of both individual and corporate relationships. Pat is also an Associate Director of McCarthy Ireland. Prior to DCU, Pat headed up corporate fundraising in Young Social Innovators. She has over 20 years' experience in sales and business development across a number of sectors including medical devices, biomed, engineering, renewable energy and hospitality sectors. Pat holds an Honours BA in Molecular Genetics and an MSc in Manufacturing Engineering, both from Trinity College Dublin. She also has qualifications in Business Management and Business Innovation from both TCD and DCU.

BREENA COOPER

Breena is the Creative Director for one of Ireland's leading full service communications agencies where she is responsible for building a strong creative ethos both culturally and structurally. She has created and implemented comprehensive PR strategies and marketing programmes for a variety of clients within the Beauty, Healthcare, Consumer and FMCG sectors. Her current role means she spends much of her time working across agency teams on multiple key clients to ensure best in class creative solutions are provided. Breena has worked in the communications sector for over 15 years. She led a team that won a PR award for their work on Lollipop Day, the national awareness day of the Oesophageal Cancer Fund. She holds a BBS Marketing & Languages as well as a diploma in Digital Marketing.

DEIRDRE DUFFY (JOINED OCTOBER 2017)

Deirdre Duffy is former Deputy Director of the Irish Council for Civil Liberties (ICCL), and has over 15 years' experience in the non-profit, public and private sectors. She was Campaign Manager for Together for Yes during the 2018 referendum on the Eighth Amendment (abortion referendum). In 2015, she was appointed as the human rights expert member of the DNA Database System Oversight Committee. Deirdre is a former Co-Chair of Comhlámh (association of volunteers and returned development workers) and a director of the Victims' Rights Alliance (VRA) and LGBT Ireland. In 2012, she established the JUSTICIA European Rights Network spanning 19 EU Member States. Deirdre holds an LL.M in Human Rights Law and International Criminal Law from the University of Edinburgh, an MSc in Human Rights and Politics from University College Dublin and has completed specialist training in international human rights reporting and social change leadership. A graduate of the BCL programme at University College Cork, Deirdre was called to the Bar in 2005.

DR SIMON WALLACE MFPHM DRCOG MBBS

(JOINED JULY 2017)

Simon has worked as a hospital, GP and public health doctor, with his work as a GP including the provision of family planning services for the local community. For the last 18 years he has worked for a range of healthcare organisations, including start ups and NASDAQ listed companies, where his role has included business development and delivery of digital solutions and products to modernise the delivery of healthcare in different countries, including Ireland and the NHS in the UK.

He has always had an interest in the charity sector. Prior to becoming a non-executive Board member at Dublin Well Woman, he spent 7 years as a trustee at Fitzrovia Youth in Action <http://www.fya.org.uk/>, a children and young people's charity in London. He was Medical Advisor to Schools 4 Schools developing a healthcare clinic in the Gambia, west Africa. He also persuaded Richard Branson to 'lend' him a jumbo jet for the Teenage Cancer Trust <http://www.teencancer.org> to take children with cancer and their families for Christmas dinner at 35,000 feet.

AMELIA SOROHAN (RESIGNED OCTOBER 2017)

Amelia is a solicitor, qualified in Australia and Ireland, who trained with Arthur Cox solicitors in Dublin. During her time in private practice Amelia advised clients on commercial and contract law matters including tendering, confidentiality agreements, termination, insolvency and payment disputes, intellectual property, insurance, limitations on liability, employment law, data protection and regulatory matters. Since leaving private practice, Amelia has worked as in-house legal counsel in the public sector for the Central Bank of Ireland and currently works in the private sector for an international Irish engineering and project management company, PM Group. Her experience also includes acting as a director of a not-for-profit community childcare centre in Jobstown, Dublin. She holds degrees in law, business and womens' studies.

PAMELA IYER (RESIGNED OCTOBER 2017)

Pamela is a solicitor, admitted in England and Ireland and has been practising as a solicitor since 1998.

DUBLIN WELL WOMAN CENTRE CLG (A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2017

	2017	2016
	€	€
Income	2,169,958	2,004,957
Gross Profit	2,031,611	1,864,734
Expenses		
Staff Costs	(1,477,099)	(1,340,651)
General Overheads	(341,362)	(317,071)
Depreciation	(77,037)	(75,583)
Operating Surplus	136,113	131,429
Interest Payable And Similar Charges	(10,910)	(8,426)
Profit On Ordinary Activities Before Tax	125,203	123,003
Tax On Profit On Ordinary Activities	-	-
Profit On Ordinary Activities After Tax	125,203	123,003
Retained Profit Brought Forward	377,904	254,901
Retained Profit Carried Forward	503,107	377,904

All recognised gains and losses have been included in the Statement of Comprehensive Income.

ON BEHALF OF THE BOARD

MS EIMEAR FARRELL
 Director

MS JAN RICHARDS
 Director

DUBLIN WELL WOMAN CENTRE CLG (A COMPANY LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2017

	2017	2016
	€	€
FIXED ASSETS		
Tangible assets	135,288	201,565
CURRENT ASSETS		
Stocks	24,724	30,448
Debtors	41,832	46,212
Cash at bank and in hand	474,019	340,504
	540,575	417,164
Creditors (Amounts Falling Due Within One Year)	(150,704)	(204,498)
Net Current Assets	389,871	212,666
Total Assets Less Current Liabilities	525,159	414,231
Financed By:		
Creditors (Amounts Falling Due After More Than One Year)	22,052	36,327
	22,052	36,327
Reserves	503,107	377,904
Profit and loss account	503,107	377,904
	525,159	414,231

ON BEHALF OF THE BOARD

MS EIMEAR FARRELL
 Director

MS JAN RICHARDS
 Director

THE WELL WOMAN TEAM 2017

Chief Executive:

Alison Begas

Medical Director:

Dr Shirley McQuade

Finance Manager:

Maureen Benefield

Head of Counselling:

Catherine Clements

Operations Manager:

Josephine Healion

Bookkeeper:

Rachel Carey

Administrator:

Karen O' Donoghue

Doctors:

Dr Fadzilah Ab Aziz

Dr Claire Callaghan

Dr Gillian Darling

Dr Sandra Hubert

Dr Vina Kessopersadh

Dr Lisa O' Neill

Dr Niamh Cafferty

Dr Ornaith Cafferty

Receptionists:

Yvonne Dowling

Patricia Lanigan

Siobhan Laherty

Doretta McNally

Fionnuala O' Flaherty

Andrea O' Neill

Linda Scanlon

Shauna Behan

Nadia Karayanidias

Nurses:

Gay Greene

Tanya Kearns

Nicola McGarvey

Norah McPeake

Shirley O' Malley

Leila Heddane

Lorraine Gleeson

Counsellors:

Anne Feeney

Michele Pippet

Paula Tierney





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