



Annual Report 2019



Family Planning Services

- Combined oral contraceptive pill, the mini pill and Nuvaring
- Evra (contraceptive patch)
- Emergency contraception and post-coital coils
- Intrauterine devices, including Mirena, Kyleena, Jaydess, Copper and Flexi-T
- Implants (Implanon) and injectable contraception (Depo Provera)
- Early Medical Abortion

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, Cervical Check (the National Cervical Screening Programme)
- Private smear tests (Coombe Laboratory)
- 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 crisis pregnancy counselling, and post-termination counselling available in all centres, free of charge. Support offered to individuals and couples.
- General counselling available in all centres for men and women. Counsellors deal with a variety of mental health diagnoses and emotional issues. Typical concerns include depression, anxiety, relationship and family issues, trauma and bereavement.

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

If there was one over-arching development in the Dublin Well Woman Centre in 2019, it was that we were able to realise our pro-choice commitment and begin providing early medical abortion services to women.

Following on from the decisive result of the May 2018 referendum, the Minister for Health had set an ambitious timetable for the enabling legislation to be enacted by the end of 2018, and for services to be available to women in both primary-care and hospital settings, from the start of 2019. The last four months of 2018 had been dedicated, at management level, to planning for the introduction of Dublin Well Woman's Early Medical Abortion (EMA) service.

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. We were determined that we would be able to meet women's needs with compassion and expertise, and I am hugely proud that we started providing EMA appointments in early January 2019.

To introduce a complex and sensitive service within such a tight timeline required a herculean effort on the part of our management team and all of our clinic teams. I congratulate each and every one on their commitment and professionalism, as we knew women would turn to us to access early medical abortions.

In tandem with introducing safe and legal abortion services, the Government had committed in December 2018 to look at ways in which women's access to contraception could be improved. During 2019 they launched a consultation process; Dublin Well Woman used its voice and expertise to make a detailed policy submission to the Department of Health on contraception. Our many years of experience have proved that women have different contraceptive needs at different stages of their reproductive lives, and we made a strong case for choice of options for women, and for the removal of cost as a barrier to access.

In Summer 2019 we conducted our 6th Annual Patient Satisfaction Survey, showing extremely high levels of patient satisfaction and engagement – once again over 90% of Well Woman patients are happy to recommend us to a friend, colleague or family member. Working in customer insights myself, I can state that this is a very high rating, and a significant barometer of the degree of trust placed by patients in the Dublin Well Woman Centre.

An important enabler in achieving a high level of patient satisfaction is of course employees that are happy, gaining job satisfaction and who feel informed; our 3rd annual Employee Satisfaction Survey indicated that our employees have responded well to the additional internal communications measures that have been implemented, including clinic lunches, regular 'Communities of Practice' meetings, and a monthly staff e-Newsletter. A break-out Staff Training and Team-Building

day in November 2019 was also enjoyed by all who attended.

The Dublin Well Woman Centre takes seriously its governance responsibilities as a recipient of public funding. In this respect, an annual Risk Register is submitted to the Board, and our Chief Executive also prepared a Board Handbook, defining the role, remit and responsibilities of the Board and its sub-committees. In 2019 we commissioned a Data Protection Impact Assessment, to ensure our systems – manual, operational and digital – are fit for purpose.

We greatly value our positive partner relationship with the H.S.E, and we are proud to deliver GMS services in Coolock, along with crisis pregnancy services and CervicalCheck cervical screening in all our locations, operating within high levels of compliance and governance. We work constructively with the office of the Charities Regulator, and are now progressing towards full compliance with the mandatory Charities Governance Code.

In late 2018, and with an eye to our future to ensure we continue to deliver our services in a relevant and effective way, the Board had engaged external consultants to conduct an Organisational Review of the organisation – the first time this has happened in over 10 years. The Board met in February 2019 to consider the recommendations in the Organisational Review, as a result of which the Chief Executive and Management team defined

a 2-year Change Management Plan arising from the recommendations within. This will help to ensure the Dublin Well Woman Centre is well-positioned for our future role in Ireland's healthcare services.

In the strategic development of the organisation, the Board of Directors and the Finance Committee deserve recognition for the tremendous amount of expertise they gave to the organisation and its senior management during 2019. I am hugely grateful to them for the time they invest and the commitment they show continuously.

As in all organisations operating in the social economy, we saw changes at Board level during 2019, with Board members Pat Edmondson, Grainne Keane and Simon Wallace standing down after several years of dedication. I thank them for their service to the Dublin Well Woman Centre, and wish them well. A robust process of succession planning meant that we were able to welcome new Board members, Karen Griffin, Sue Cloran and Susan Lannigan during 2019; their expertise and knowledge will be of huge benefit to the Board going forward.

I would like to extend particular thanks to our Chief Executive and Medical Director – in what was a most demanding and challenging year, their partnership, leadership and commitment has been exemplary.

I am extremely proud and honoured to be Chairwoman of the Dublin Well Woman Centre, and to witness our resilience, agility and determination to model the best standards in women's healthcare, as well as passionately advocating for our patients.

At time of writing, we are operating in a changed landscape, as the Dublin Well Woman Centre adapts to 'the new normal' brought about by COVID-19. For all that this presents many challenges to an organisation operating in the healthcare sector, our management team is constantly reviewing what this might mean to a changing healthcare environment, and I am confident that we will continue to adapt, and will find new ways of delivering our vital women's healthcare services.



Jan Richards
Chairwoman, May 2020

Chief Executive's Report

We have come a long way.

The referendum of May 2018 to repeal the 8th Amendment had delivered a decisive outcome, and the closing months of 2018 saw huge activity at all levels – political, policy-maker, healthcare provider, and more - in order to ensure that women would be able to access abortion services in Ireland, from the start of 2019. And so it proved.

It needed a 35-year struggle to bring us to this point, with the lived reality of so many women's tough decisions around abortion helping to move many of our political leaders to the point where they accepted the need to put the 8th Amendment to the people.

I am proud to note that from early January 2019, we have provided women with free, safe and legal abortion services in our clinics, and have done so with compassion and expertise. Our ethos, and our 40-year history supporting and defending women's rights to reproductive choices, demanded no less of us. However, the introduction of free, safe and legal abortion services is only one step along

the long road to improving healthcare outcomes for women in Ireland.

In December 2018 the Oireachtas Committee on the 8th Amendment had recommended that the Government act to improve women's access to contraception. In Spring 2019 the Department of Health launched a consultation process around this; the Dublin Well Woman Centre made a detailed policy submission, making the case for supporting choice of contraception for women and calling for a realistic funding model to remove the cost barrier around LARCs (long-acting reversible contraception, the most effective form of contraception).

We followed up on our submission by meeting with the Department. At time of writing, the economic and healthcare landscape in Ireland is being transformed by the COVID19 pandemic, which may have untold consequences for the delivery of women's, and indeed all, healthcare services.

Nonetheless, we will continue to use our voice to advocate for improved access to contraception for women, and will work with the Department of Health's Women's Health Taskforce in this. To support us in this, at the end of 2019, we received confirmation that we had secured a research grant from Bayer which would enable us to commission national research on women's awareness and attitudes to various forms of contraception.

No such national research has been commissioned in the last decade; indeed, it is a knowledge-gap identified by the Oireachtas Committee on the 8th Amendment in its deliberations in December 2018. We look forward to bringing this important research to the attention of policy-makers during 2020.

Writing in the 2018 Annual Report, I stressed the importance of the national cervical screening programme, CervicalCheck, moving as quickly as possible to HPV-based screening, which will be a more accurate predictor of

cell changes. In 2020, this is now, finally, due to happen.

The Change Management Plan defined by management during 2019 in response to an Organisational Review has helped us map out a plan for what the Dublin Well Woman Centre can become: a cutting-edge health service for women, characterised by excellence and innovation. The impact of COVID19 will drive further innovation in healthcare delivery; the challenge will be in how we re-configure the Dublin Well Woman Centre, while remaining true to our core values.

During 2019, we carried out our 6th annual Patient Satisfaction Survey, and 3rd annual Staff Satisfaction survey. Both have given us useful pointers as to how various aspects of our service delivery, organisational management and communications can be improved, and our work continued to make these happen.

The services provided by not-for-profit organisations are valuable, and represent an almost immeasurable contribution to Irish society. The need for good governance presents each of us active in the social economy with an ongoing challenge, as 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 works constructively with the Charities Regulatory Authority, and is on the journey towards adoption of the mandatory Governance Code for NGOs.

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 thank my colleagues, Shirley, Josephine, Karen and Deirdre, 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. I am grateful to them for their support and input.

Alison Begas
Chief Executive, May 2020

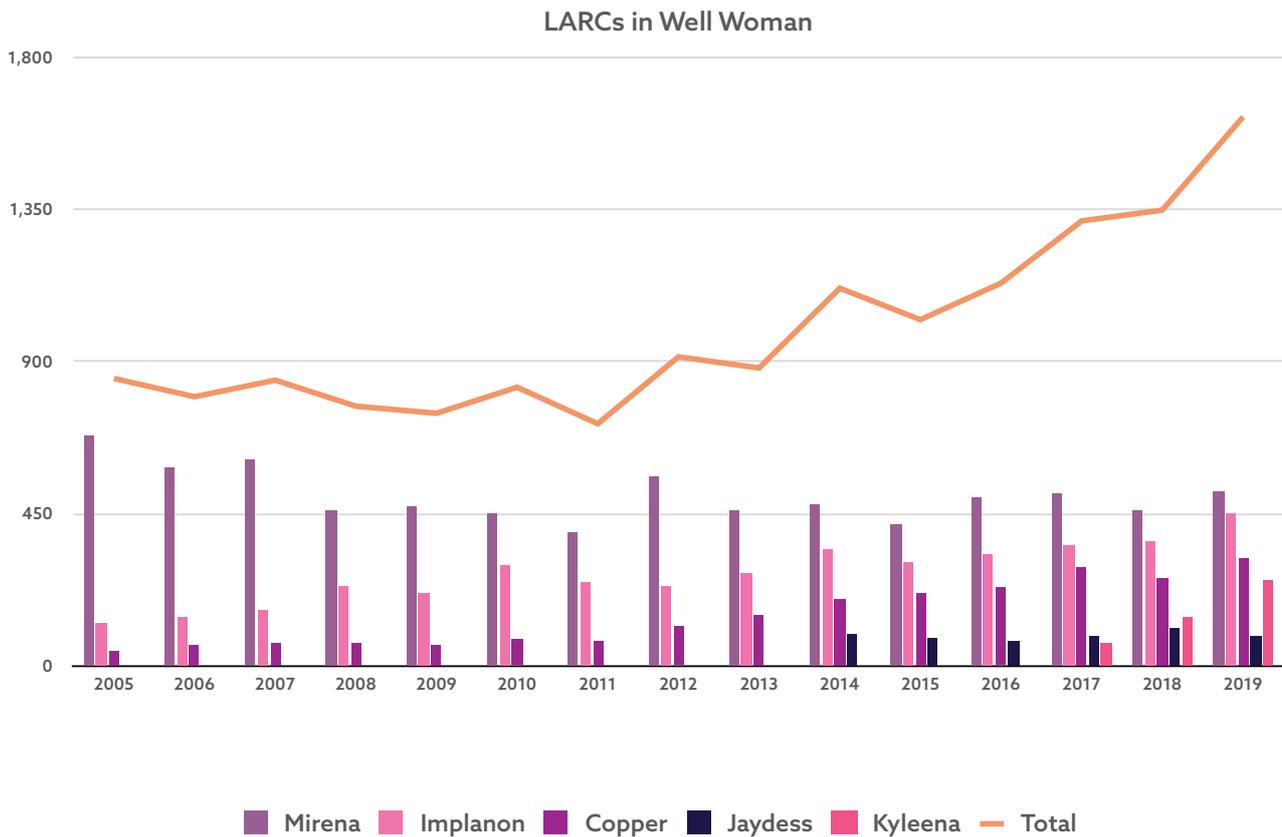
Medical Director's Commentary and Report

Following a change to legislation in Ireland in late 2018, Early Medical Abortion (EMA) in Ireland was legalised and community and hospital centres started providing EMAs in January 2019.

Well Woman provided input into the Model of Care and our doctors and nurses were given training on the medical and legal aspects of this highly regulated service.

It was a challenge for us in terms of capacity as demand for other consultations, particularly Long Acting Reversible Contraception, (LARCs) continues to increase.

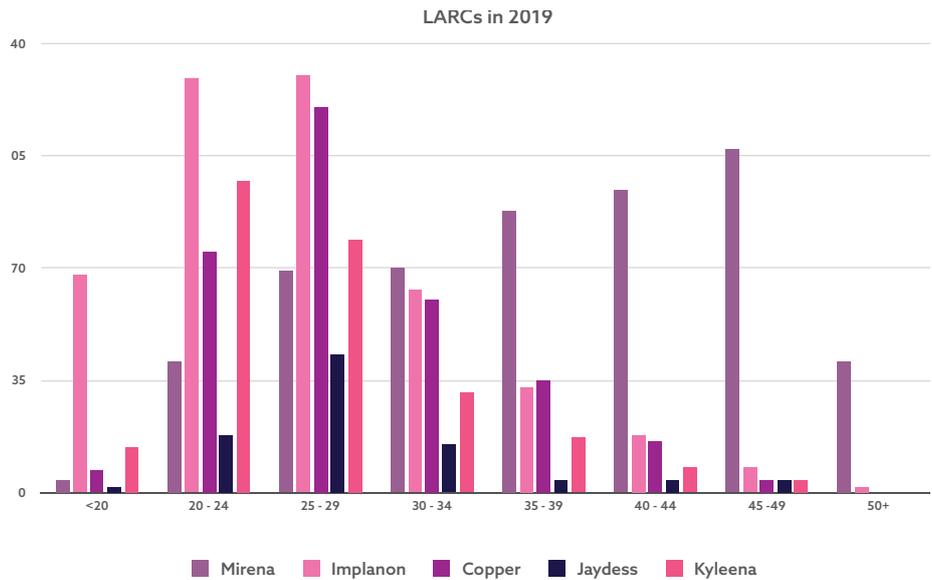
LARCS



LARCs

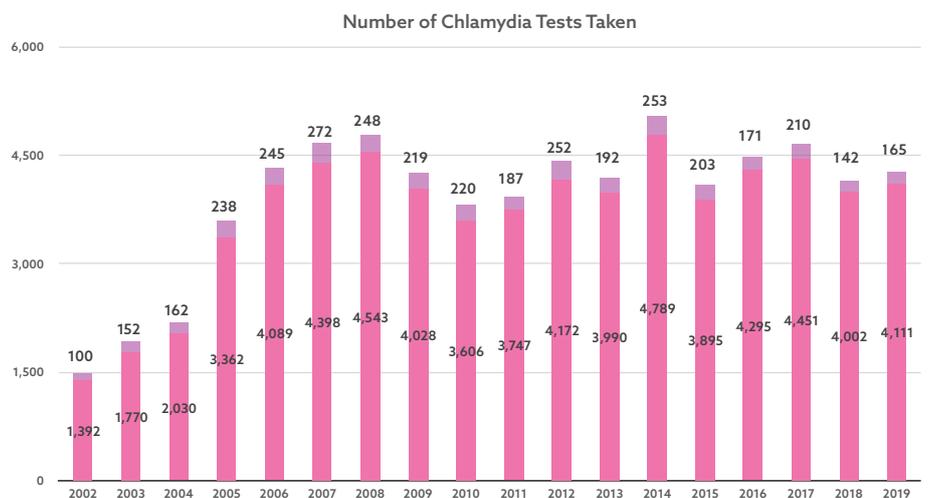
Long Acting Reversible Contraception (LARC) is popular across all age groups. Hormonal coils (Mirena, Kyleena, Jaydess) and non-hormonal coils (copper) and a hormonal implant (Implanon) are all “fit and forget” methods that avoid the need for daily pill taking.

Different age groups tend to prefer different methods with younger women choosing implants whereas the over 30s are more likely to choose hormonal coils. In the consultation we outline the pros and cons of each option. For the vast majority all methods are suitable so the decision is based on personal choice.



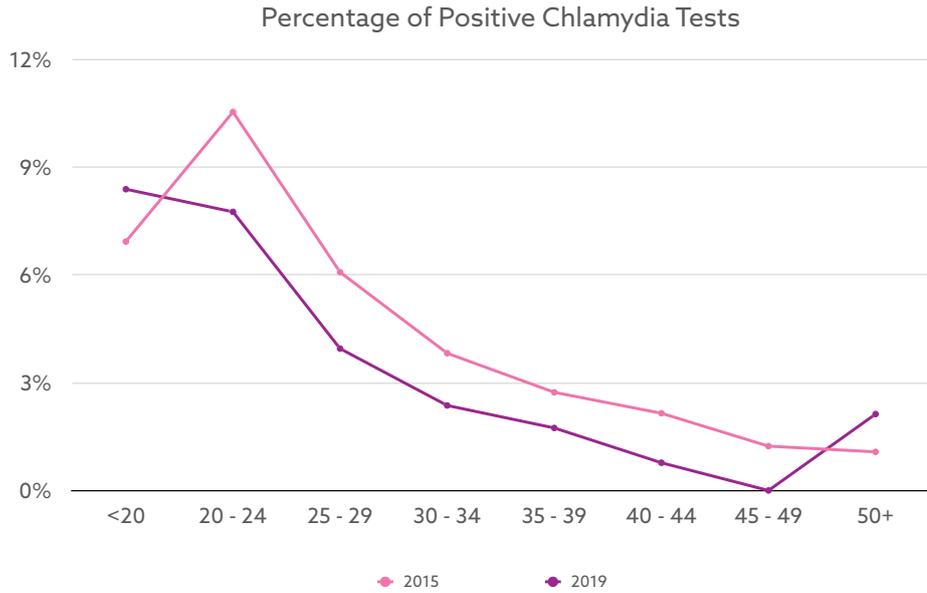
Chlamydia

We continue to screen for chlamydia infections. Most of the patients have no symptoms but for women a chlamydia infection that goes undiagnosed and untreated can cause a low grade pelvic infection that can reduce future fertility.



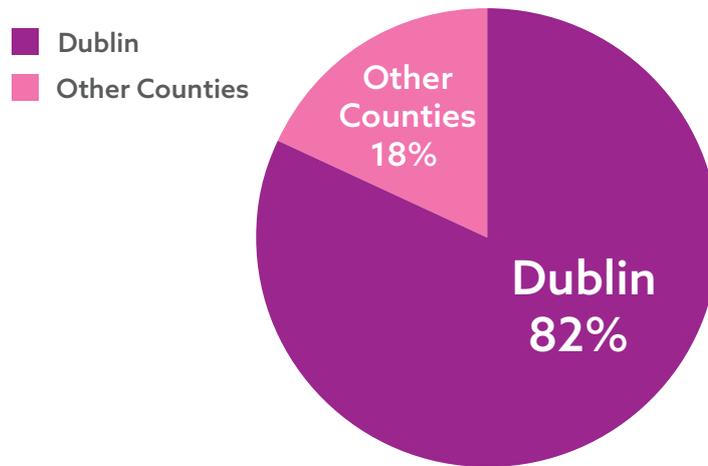
Chlamydia

We have noticed a trend towards decreasing levels of chlamydia. Comparing 2015 to 2019 the decrease is across all age groups. The numbers of tests taken in the under 20s and the over 45s are small so results at either end of the age spectrum are not statistically significant.



EMA Patients by County 2019

82% of patients attending the Well Woman Clinic for EMA appointments in 2019 were from Dublin. The remaining 18% of patients were largely from surrounding Dublin counties, and a minority travelled further distances.



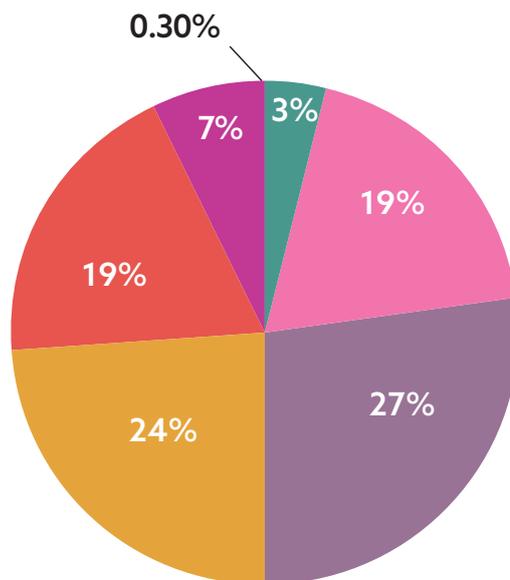
Patient demographic - County EMA services in 2019			
Dublin	82%	Louth	0.80%
Meath	6%	Wexford	0.30%
Kildare	4%	Offaly	0.30%
Laois	2%	Longford	0.30%
Wicklow	1.40%	Cavan	0.30%
Westmeath	1.10%	Galway	0.30%
Carlow	0.80%	Mayo	0.30%

EMA Patients by Age

A combined total of 51% of patients attending for EMA appointments in 2019 were between the ages of 25 – 34.

Dr Shirley McQuade
Medical Director
May 2020

- Age <20
- Age 20-24
- Age 25-29
- Age 30-34
- Ages 35-39
- Age 40-44
- Ages 45+



Counselling Services: An Overview

Following the 8th Amendment being successfully repealed in 2018, most have celebrated that we as a people had finally recognised women's' right to choose. This right has been recognised by legislation which allows women to have an abortion up to 12 weeks pregnant, with early medical abortions being provided across several medical settings, including in the Dublin Well Woman Centre clinics.

Crucially, the impact of termination, or indeed a crisis pregnancy, is also recognised by the State, who continue to fund our crisis pregnancy and post termination counselling service. This recognition normalises the complex emotions and considerations that a woman must reflect on when she decides whether or not to continue with a pregnancy, and how she might feel after the pregnancy has ended. It also systematises reaching out and seeking support in these moments.

We have all had to adapt and become accustomed to these changes. As with any new process, there is an adjustment period. We focus on hearing the lived experience of the individuals who contact our counselling service, and the professionals who support them, to tell us how the changes are working for them. We have maintained strong links with partner organisations here and in the UK to enhance our

understanding of what our clients need. We have also focussed on maintaining and establishing links with relevant medical and allied health professionals to this end.

Crisis Pregnancy

Many women have told us how positively they feel about the legislative changes. For the first time, women can choose how to respond to a crisis pregnancy based on their needs. This does not, however, lessen the 'crisis' element of crisis pregnancy for many individuals. A myriad of emotional, practical, relationship and environmental factors impact how a woman responds to this situation. While legislation has indeed changed, for many, crisis pregnancy remains stigmatised, and our cultural language around it insufficient in many ways. As such, crisis pregnancy counselling remains a vital source of support for many women navigating this new landscape. Our counselling

service remains committed to providing a safe space for women to acknowledge their reality and to gently and safely decide what is best for them.

Post Termination

Our post termination service continues to counsel women who have had an abortion at any point in their lives. No matter how definite we might be at the time, there is always something that is lost when we choose one path over another, and there is no statute of limitations on grief. While many women accessing this strand of the service have indeed welcomed the change post referendum, the reality is more complex.

Women who have had to travel in the past are finding that they may be experiencing feelings of hurt, anger and betrayal. Some felt they had processed their feelings at the time of the abortion, and are

re-experiencing the emotional impact. Others have begun to voice their anger at the system which denied them their choice initially. Whatever the context, we are glad so many individuals feel they have permission to reach out and share their experiences.

Couples and Family Crisis Counselling

Some of our clients wish to attend with partners or family members. Many partners we work with do not know what to say or how to support their loved one at this time of crisis. Sometimes couples can have opposing views of what the best course of action is. Often, it is impossible to speak freely at home, where kids, family members and work take precedence. Our non-directive couple work facilitates open discussion in a neutral space. Our counsellors maintain their non-judgemental approach in focussing on facilitating discussion, with a view to the couple reaching a mutual understanding.

General Counselling

General counselling is available in all centres for men and women. Our counsellors are experienced in dealing with a variety of mental health diagnoses and emotional issues. Typical concerns include depression, anxiety, relationship and family issues, trauma and bereavement, although we are happy to support our clients with whatever issues they may need to discuss.

Deirdre Ronan,
Head of Counselling Services,
May 2020

Introduction of Early Medical Abortion Services in 2019

In May 2018, after a tumultuous struggle for women's reproductive rights, the Irish electorate voted emphatically to allow for the introduction of safe and legal abortion services.

The resulting Health (Regulation of Termination of Pregnancy) Act, 2018 defines the circumstances and processes within which abortion may be legally performed. It permits termination up to 12 weeks, and later if pregnancy poses a serious health risk or there is a fatal foetal abnormality. While the legislation provides the legislative basis for safe and legal abortion, this was just the first step in the development of abortion in Ireland.

Abortion services were introduced on 1st January, 2019. The Dublin Well Woman Centre, along with maternity hospitals and some GP practices across the country put a priority on ensuring that all the necessary systems were in place to provide comprehensive services from the beginning, including the appropriate training for our Clinic Doctors and Clinic Nurses.

An early medical abortion (EMA) is available up to 9 week's gestation. It requires two appointments, with a legal obligation to wait three days between. This measure, which has been a point of contention among advocacy groups, healthcare professionals and patients, means that a service that already operates under strict time constraints can incur further delays.

Within this time frame however, there is an opportunity for Well Woman to carry out various medical checks before providing an abortion. Should a woman be between 9 and 12 weeks' gestation, a referral must be made for her to have her abortion in a maternity hospital to ensure that she can be monitored, should complications arise.

To ensure accurate dating, during 2019 our Clinic Doctors referred the vast majority of women for an ultrasound scan following her

first EMA consultation. Although it is an additional step for women, we found that referring women for scans ensures peace of mind and lower risk of complications. It also allowed us to spot any irregularities in a woman's pregnancy, for example ectopic pregnancies, which can be extremely dangerous and must be addressed promptly in a hospital setting.

At the end of 2019, a clinical audit across our three locations compared a woman's own gestation dating based on her last missed period (LMP) against the ultrasound dating. We found that women were 87% accurate in dating their own pregnancy.

In addition to referring women for ultrasound scans, it was also necessary during 2019 to take a blood sample from each patient at her first EMA visit, and to have this tested for rhesus by a maternity hospital in her catchment area. Should the patient be later than

7 weeks' gestation and have a rhesus negative blood type, she then had to be referred for anti-D administration in a maternity hospital, to avoid a potentially harmful immune response. If a woman does require anti-D, she must receive it 24 hours before her abortion or up to 72 hours after.

We make a follow-up call to each woman two weeks after her abortion to ensure there have been no complications, that she has used the home pregnancy-test we have supplied and that this is negative. This is an important step as it gives the Well Woman an opportunity to discuss contraception options going forward, as well as our provision of free after-abortion counselling and medical check-ups.

However, for a small number of women, retained products or a failed EMA resulted, and further referrals needed to be made for them to be seen in a maternity hospital. For the patient, this can mean multiple hospital visits for repeat blood tests, administration

of additional tablets or in some cases evacuation of retained products of conception under general anaesthetic is required. The process can be lengthy and draining particularly if a woman already has children, works full time and / or needs to travel between counties.

Although it is clearly better for women to be able to access abortion care in Ireland, rather than having to travel outside the State, there are many improvements that must be made. In the year ended 31st December 2019, 6,666 abortions were carried out across the country, however less than 15% of GPs in Ireland had signed up to deliver abortion services. As a result, many women still need to travel significant distances to access safe abortion. Another element that remains challenging is that an Irish address and PPS number is required by each patient to access an abortion – this leads to barriers in treating asylum seekers, women from Northern Ireland and women temporarily resident in Ireland.

In developing the abortion service throughout 2019, it was necessary to adapt and learn as we progressed. Listening to Well Woman patients about what they needed from us was imperative in being able to provide the best service to women.

Providing safe and legal abortion to women in Ireland has been a tremendous achievement in the Irish healthcare system. The Well Woman Centre is hugely proud that our staff got behind this with compassion, and we continue to do all that we can every day, to deliver services to patients in a non-judgemental way.

Aoife Fogarty
EMA Services Co-Ordinator
June 2020

Board of Directors 2019

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 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 pioneered the Dublin Airport Authority's 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 in 2019 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.

Susan Cloran (Joined Board October 2019)

Sue Cloran is a Registered Dietitian (SA) and experienced nutrition marketing expert currently working as European Account Lead for Eat Well Global – a specialised nutrition communications consultancy firm. Sue is a well-known nutrition leader within industry, having spent time in both Africa and Europe, working for FMCGs in the disciplines of nutrition marketing, nutrition science, renovation, innovation, consumer affairs, legal affairs and regulatory. Sue completed her MBA through Trinity College Dublin in 2014, and her passion lies in being able to translate up-to-date nutrition science to marketers, consumers, health care professionals and policy makers, but doing so within regulatory frameworks. She also enjoys learning about new processing technologies and is naturally business minded; helping food companies create value from nutrition is what makes her tick!

Breana Cooper

Breana 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.

Breana 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 and recently graduated with a UCD Diploma in Creativity, Innovation and Leadership from UCD.

Deirdre Duffy

Deirdre Duffy is an experienced strategist with over 20 years leadership experience in the not for profit, and human rights and equality sector. Former Deputy Director of the Irish Council for Civil Liberties, Deirdre was called to the bar in 2005 and has two masters degrees in human rights law and politics. She is the human rights expert on the national DNA Database Oversight Committee. In 2018, Deirdre worked as Campaign Manager for Together for Yes during the 2018 referendum to repeal the Eighth Amendment.

Deirdre is a former Co-Chair of Comhlámh (association of volunteers and returned development workers) and a member of the Board of Directors of the Victims' Rights Alliance (VRA) and LGBT Ireland.

Pat Edmondson (Retired October 2019)

Pat is Director of US Philanthropy, DCU Educational Trust which she joined in August 2016. Her role as Director of US Philanthropy focuses on building brand visibility, enhancing profile and increasing philanthropy for DCU both in the US and in Ireland. Pat works closely with the members of the Development team, the University staff and students to build meaningful long-term partnerships with DCU's supporters in order to further DCU's mission to transform lives and societies through education, research, innovation and engagement.

Before joining the Trust, Pat headed up 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. She is also a non-executive director of the Tony Fenton Foundation. Pat holds an Honours BA in Molecular Genetics and an MSc in Manufacturing and Mechanical Engineering, both from Trinity College Dublin.

Eimear Farrell

Eimear is a qualified Management Accountant and is a member of the Chartered Institute of Management Accountants, with over 25 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.

Karen Griffin

(Joined Board October 2019)

Karen is currently European Head of Category & Margin Management with ARYZTA AG, a global FMCG company. Karen is a Fellow of Chartered Accountants Ireland, and a member of the Irish Tax Institute, having trained with KPMG after completing her degree in finance and accounting. She has over 18 years' experience, and spent the majority of her career working with globally recognized brands, Coca-Cola & DHL, prior to moving to ARYZTA AG.

In addition to a well-grounded financial background, a core element of her experience has been navigating businesses through significant periods of change. Whether it was consolidating and streamlining a fragmented finance function into a true strategic business partner or implementing a manufacturing network utilisation strategy, her approach is process driven with a view to improve and streamline service deliverables.

Karen is a mother to two young children, and enjoys spending her free time having fun with them.

Gráinne Keane

(Retired November 2019)

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 Treasurer and a Council Member for the Irish Federation of University Women, a national organisation of female graduates that supports educational initiatives for women. She is a member of the Board of Directors of Penang Medical College - a medical school 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.

Susan Lannigan

(Joined Board October 2019)

Susan is a solicitor and corporate governance professional. After qualifying with the Law Society of Ireland in 2009 she practiced for a number of years in a Dublin general practice, advising on a wide range of areas including commercial, corporate, employment, property and technology/IP law. She then moved into the specialist field of corporate governance, gaining experience in the regulated financial services industry and in the commercial sector.

She is currently responsible for the day-to-day management of the corporate secretarial function of Grafton Group plc, the FTSE-250 listed building materials group. Her role involves oversight of governance and compliance for Grafton and its subsidiaries in various geographic locations.

Outside of work, Susan has a keen interest in music and she is a Non-Executive Director of Chamber Choir Ireland Limited.

**Dr Simon Wallace MFPHM
DRCOG MBBS**

(Retired August 2019)

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, a children's and young people's charity in London. He was Medical Advisor to Schools 4 Schools developing a healthcare clinic in Gambia, west Africa. He also persuaded Richard Branson to 'lend' him a jumbo jet for the Teenage Cancer Trust,) to take children with cancer and their families for Christmas dinner at 35,000 feet. Outside of work, Simon is a keen sportsman, partaking in tennis, cycling and skiing.



Dublin Well Woman Centre CLG

(a company limited by guarantee)

Statement Of Comprehensive Income For The Financial Year Ended 31 December 2019

		2019 €	2018 €
Income		2,287,540	2,254,232
Cost Of Sales		(149,565)	(139,974)
Gross Profit		2,137,975	2,114,258
Expenses			
Staff Costs	3	(1,509,544)	(1,477,099)
General Overheads		(350,862)	(392,082)
Depreciation		(42,159)	(63,458)
Operating Surplus		94,475	149,174
Interest Payable And Similar Charges	4	(7,748)	(8,986)
Profit On Ordinary Activities Before Tax	5	86,727	140,188
Tax On Profit On Ordinary Activities	6	-	-
Profit On Ordinary Activities After Tax		86,727	140,188
Retained Profit Brought Forward		643,295	503,107
Retained Profit Carried Forward		730,022	643,295

All amounts relate to continuing operations.

There was no other comprehensive income for 2019 (2018: €Nil).

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 Comprehensive Income For The Financial Year Ended 31 December 2019

		2019 €	2018 €
Fixed Assets			
Tangible Assets	7	75,355	85,090
Current Assets			
Stocks	8	14,570	17,165
Debtors	9	81,276	85,307
Cash At Bank And In Hand	10	753,747	608,425
		849,593	710,897
Creditors (Amounts Falling Due Within One Year)	11	(194,926)	(141,875)
Net Current Assets		654,667	569,022
Total Assets Less Current Liabilities		730,022	654,112
Financed By:			
Creditors (Amounts Falling Due Within One Year)	12	10,817	10,817
		10,817	22,052
Reserves			
Profit And Loss Account		730,022	643,295
		730,022	643,295
		730,022	654,112

ON BEHALF OF THE BOARD

MS EIMEAR FARRELL
Director

MS JAN RICHARDS
Director

Dublin Well Woman Centre Team

(at 31st December 2019)

Chief Executive

Alison Begas

Medical Director

Dr Shirley McQuade

Operations Manager

Josephine Healion

Finance Manager

Karen Lynch

Head of Counselling

Anne Burke

Bookkeeper

Rachel Carey

E.M.A.

Patient Coordinator

Aoife Fogarty

Governance and Communications Assistant

Position vacant

Clinic Operations and HR Assistant

Karen Kiely

Doctors

Dr Fadzilah Ab Aziz

Dr Julianne Barry

Dr Niamh Cafferty

Dr Gillian Darling

Dr Hannah Gibson

Dr Sandra Hubert

Dr Vina Kessopersadh

Dr Lisa O'Neill

Nurses

Lynda Daly

Leila Heddane

Marina Inet

Tanya Kearns

Nicola McGarvey

Norah McPeake

Shirley O'Malley

Counsellors

Mary Stammers

1 position vacant

Receptionists

Yvonne Dowling

Nadia Karayanidis

Siobhan Laherty

Patricia Lanigan

Doretta McNally

Fionnuala O'Flaherty

Andrea O'Neill

Cleaners

Amanda Brohoon

Maria Byrne

Karen Dayman

Danielle Hatton

Ann Power



Dublin 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**

**Head Office:
25, Capel Street,
Dublin 1
Tel: (01) 874 9243
Email: info@wellwomancentre.ie
Web: www.wellwomancentre.ie**