



# Your Ambassador pack!

how you can  
help us continue  
our mission



...because every day is precious



# Welcome to your Ambassador pack!

It's over 40 years since Phyllis Tuckwell Hospice first opened its doors to terminally ill patients and their families. Since then we have cared for over 20,000 patients and become a prominent and well-loved local charity.



In this pack, you will see an update on our shopping list, our case studies, and information about our services and the team. If you have any questions about anything in this pack please do not hesitate to call the Fundraising Office on **01252 729446** or email **[fundraising@pth.org.uk](mailto:fundraising@pth.org.uk)**

We would like to take this opportunity to say **thank you** for choosing to continue *(or just start!)* as a Phyllis Tuckwell Hospice Care (PTHC) Ambassador – we really could not provide all of our outstanding care without your support!



# Example Ambassador Briefing Form

<b>Event</b>	
<b>Date</b>	
<b>Time</b>	
<b>Where</b>	
<b>Organised by</b>	
<b>Who to meet (inc. contact details)</b>	

<b>Parking</b>	
<b>Dress Code</b>	
<b>Relationship with PTHC</b>	
<b>What they've done recently</b>	
<b>Emergency Contact Number of FR team member</b>	
<b>What they're expecting of you</b>	

<b>Any equipment to take/ pickup/money to collect</b>	
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<b>Recent PTHC updates/news</b>	
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## About our Income Generation team

**Our Income Generation team manages our fundraising events and appeals, as well as our retail shops and furniture stores.**

**Led by Director of Income Generation, Peter Foxton, the team is sub-divided into five smaller teams which each work on a different aspect of fundraising.**

Our Community team supports individuals and groups of people who have kindly chosen to fundraise for Phyllis Tuckwell through an event or activity of their own choosing, such as taking part in a sponsored event, holding a music concert or hosting a tea and cake afternoon. This team consists of Charli Quay-Barnham (Manager), Leanne Magee and Sam West.

Our Events team run the events which we organise ourselves, such as the Dash of Colour, our new Firewalk events, and our skydives and abseils. This team consists of Laura Moody & Gemma Jones (Managers) and Fiona Chapman.

Our Individual Giving team looks after those who give us money directly, in response to our cash appeals, in memory of a loved one, or by leaving a gift in their Will. This team consists of Claire McDonald (Manager), Melanie Garland, Sarah Griffiths, Hannah Robins and Maggie Karuga.

Our Retail team manages the 18 shops which we have across our catchment area - which include two furniture and home stores, and an antiques and collectables shop – and also manage our ebay sales. This team consists of Barry Young (Retail Operations Manager) and Jackie Kimsing & Sarah Gallagher (Area Retail Managers).

Our Corporate team works with local companies and businesses, who benefit

from positive PR, enhanced social media and branding, while providing PTHC with sponsorship, donations and gifts in kind. This team consists of Nick Adams (Manager) and Tom Enser.

**There are many other ways in which the Income Generation team raise money, including:**

- **Appeals** - such as Light up a Life and our Christmas Appeal.
- **Raffles** - such as our Annual Draws.
- **Legacies** - for example: Make a Will Fortnight.
- **Retail** – we now have 18 shops in key towns within our catchment area, as well as online sales. Retail provides around 25% of the income we need to run our Hospice Care service. All of our shops are run by employed managers and assistant managers, and a team of volunteer staff (*please see shop page for more details*).
- **Memory Tree** – Our Memory Tree is a beautiful handmade copper sculpture situated in a quiet, private part of the Hospice garden. From its branches hang individually-crafted, delicate copper leaves. For a donation of £100 or more, you can dedicate a leaf to the person whose life you wish to celebrate and remember. The leaf will be engraved with their name and will be displayed on the Tree for 12 months. At the end of this period, you will have the option to donate again and keep the leaf on the Tree, or the leaf can be sent to you in a beautiful presentation box – yours to keep forever. You can also purchase additional leaves to send to family and friends, for a minimum donation of £50 or more for each extra leaf.
- **Direct Debits** – we now accept Direct Debits as a way of donating.



## Case study - Julie

### (Beacon Centre & IPU)

***“As soon as I got here, I felt safe,” said Julie.***

Julie was admitted to our In-Patient Unit five years after being diagnosed with breast cancer.

*“Mum had chemotherapy and a lumpectomy, followed by radiotherapy,” says her daughter Claire. “We thought she was in remission, but it came back again really quickly.”*

The cancer progressed to Julie’s bones, hitting her spine badly and causing a fracture, but surgeons operated and Julie was able to walk again. To help her recover from the operation and cope with the progression of the cancer, she was referred to Phyllis Tuckwell, and she and her husband Andrew were visited at home by a PTHC Physiotherapist.

*“She told us about the Beacon Centre,” remembers Julie. “There was an exercise class which I could go to, to help me to retain my muscle strength and independence. The classes were great - good for meeting other patients as well. Their support helped me feel that I wasn’t alone.”*

Julie also saw Phyllis Tuckwell Nurses at the Beacon Centre, and went along to the weekly art therapy and poetry classes there, which provide an invaluable distraction from the stress of a terminal illness, and help patients work through their emotions to find a sense of peace and tranquillity. *“The poetry class was wonderful,” smiles Julie. “It’s a lovely centre. They do hand massages there too, and mix creams for you.”*

After another course of chemotherapy, her doctors signed Julie off for the summer, and she and her family began to look forward to some time without any hospital trips. Julie’s pain increased though, and she collapsed at home one day. Scans revealed that the cancer had progressed into her central nervous system, and Julie was admitted to the In-Patient Unit (IPU).



*“Mum was extremely anxious about coming” says Claire. “She had suffered so much and felt so vulnerable. But when she arrived, the Nurses reassured her. They treated her like a person, not just a patient, taking time to get to know her needs and how to make her comfortable. They helped her to keep her dignity.”*

The Hospice does not have any visiting restrictions, so Andrew and Claire were able to visit at any time of day or night, enabling them to be with Julie as much as they could and for as long as she needed them.

Our Physiotherapists visited her daily and our Occupational Therapists gave her advice on wheelchairs and other aids which might help her, while our Complementary Therapists offered her massages and made her a pain relief meditation CD.

*“We feel that here we are able to have quality time with Mum,” says Claire. “We don’t have to worry about everyday care - we can let the staff here do that while we enjoy being with Mum.”*

*“I get comfort from the Hospice Chaplains,” says Julie. “And the hand holding is amazing; the staff will sit and hold my hand in theirs. They make you feel special; they do anything they can to make you feel better.”*



## Case study - Roger

### (Day Hospice, Therapies and Patient & Family Support)

Roger had always been a keen sportsman, but after a bout of pneumonia left him with breathing difficulties, he was referred for a series of tests – where doctors discovered heart problems and a bone tumour. Roger was started on a course of radiotherapy. However, he soon developed chronic stomach cramps, as the treatment had stopped his digestive system from functioning properly.

The right side of Roger's heart was failing and a pacemaker was fitted, but then his kidneys failed. He began to lose awareness of where he was and who people were. *"He tried to escape from Intensive Care,"* remembers his wife, Liz. *"And another day he proposed to me – but we've been married for over 40 years!"*

Roger was eventually discharged from hospital, but was back again just a week later. *"We did every ward but Maternity!"* he jokes. He was moved from observation wards to isolation wards, until eventually a Consultant in the Palliative Care team referred him to Phyllis Tuckwell. *"I just thought, 'that's it, my time's up',"* he says.

At the Hospice, Roger was given an assessment and the couple were shown around. *"Everybody was smiling; there wasn't one miserable face,"* Liz remembers.

Roger began a series of weekly Day Hospice sessions, where he received physiotherapy to strengthen his muscles and regain his mobility. Acupuncture relieved the pain in his legs and knees, and an Occupational



Therapist visited him at home to evaluate his need for specialized equipment.

Roger was still very withdrawn though. He ate little, slept for hours and found it hard to breathe. Day Hospice staff referred him to the Patient and Family Support team, and he began seeing a Psychologist and a Hypnotherapist, to combat his anxiety. *"That's when the turning point came,"* Liz smiles. *"You just woke up."*

Now, instead of using a wheelchair, Roger is able to walk with a frame, and for short journeys uses just one stick. He remembers with pride the day Liz stood with Hospice staff as he walked from his car to the building on his own. *"His face was an absolute picture,"* beams Liz proudly. *"His confidence and physical strength have increased so much."*

We have also cared for Liz, who has attended a Carer's Pampering Day, where she had a make-over, haircut and massage, and Wellbeing Workshops, where she and Roger have learnt relaxation techniques.

*"This is one of the happiest places,"* says Liz. *"Everybody is so positive. They have time to talk and make you feel special."*

*"Coming here has given us a future,"* says Roger.



## Case study - Susan

### (Physiotherapy)

**Susan was diagnosed with breast cancer in 2004, but after an operation, radiotherapy and medication, she was given the all-clear. Three years later, however, the cancer returned, this time in her liver and bowel, and she was referred to Phyllis Tuckwell.**

Susan was apprehensive, but after a home visit from Debbie, one of our Clinical Nurse Specialists (CNSs), this apprehension began to fade. She and her husband Eric signed up to our Fatigue Management and Stress Management workshops, and Susan had massages to relieve the pain in her knees, legs and feet. She and Eric were also taught how to make their own creams and how to massage Susan's hands and shoulders to relieve discomfort and stress. Her chemotherapy tablets were making her very tired though, and her mood was low. Debbie put her touch with a PTHC Counsellor, Sophia, who gave her practical advice on how to cope and encouraged her to keep a diary of how she was feeling, which helped Susan see a pattern and made a big difference to how she viewed her illness and treatment. *"I had virtually given up, but Sophia helped me to come to terms with my illness and after just a few sessions I felt much more able to cope,"* she remembers.

Because of her cancer and treatment, Susan's arms and legs had become weaker, and she began to suffer from joint pain and mobility problems. She was offered a place at a new exercise class which had just started at the Hospice. *"At the time, I needed a walking stick, but after eight weeks of sessions I became much less reliant on it,"* she says. *"The classes are absolutely brilliant, both emotionally and physically. No matter how poorly I feel, once I'm there both the physical exercise and the*



*camaraderie change my whole week. I wouldn't miss them for anything."*

Once Susan reaches the goals which have been set for her, the Physiotherapists who run the classes re-assess her and set her new goals, but it is not just physical strength and stamina which the class has given her. The group of eight patients, none of whom knew each other before the classes started, have all become firm friends, supporting each other through their illnesses and encouraging each other in their exercises.

While Susan is at her exercise class, her husband Eric waits for her in the Hospice coffee shop, with a cup of tea and his laptop, making great use of the Hospice's free WiFi connection. *"Everyone is very welcoming,"* he says. *"From the Receptionists to the Therapists – they're all wonderful."*

*"Everyone here is so kind,"* agrees Susan. *"They make you feel like you're the only one. Last week I was feeling really sick because of my medication. I told my CNS, and then while I was in my exercise group a Complementary Therapist came in with a sniff stick for me, to help with the nausea - my CNS must have told her. They're so thoughtful; the continuity of care is excellent."*



## Case study - Paul

### (Day Hospice, IPU Respite & Therapies)

**In January 2006, Paul was diagnosed with Motor Neurone Disease (MND), a degenerative disease which leads to the weakness and wasting of muscles, loss of mobility and difficulties with speech, swallowing and breathing.**

Paul's first symptoms of MND were cramps in his right thumb. *"Having played professional football for Aldershot FC for 12 years, I was used to cramps in my legs, but not in my thumb,"* he quips!

After retiring from football, Paul continued spending his time running the window cleaning business which he had set up when he was just 19. *"In my days as a professional footballer, I would be finished on the training field at 1pm, then out cleaning clients' windows. We didn't get paid the huge salaries that footballers get today."*

After several months of increasing pain in his thumb, Paul went to see his doctor, who referred him to a consultant at Frimley Park. He underwent several tests and had to wait weeks for the results.

*"I was very apprehensive,"* he remembers. *"When I was given the diagnosis, I was really scared and upset, and so were my family. My wife had been researching my symptoms on the internet and her fears had now become a reality. I have four daughters and had my first grandchild on the way. I didn't know what MND was or what having it meant for me. The consultant said I only had two years left to live."*

At first, Paul's symptoms were fairly minor and he was able to continue living his life as normal. *"I had really strange muscle movements in my arms, which I had no control over,"* he remembers. *"It looked like little aliens under my skin making it move."* He carried on working for as long as



possible, but in 2009 the pain in both his arms became too great for him to continue carrying out the practical side of his job and he was forced to give up work.

When Paul's GP received the results of his tests and his diagnosis, he spoke to Paul about a referral to Phyllis Tuckwell.

*"At first, I thought 'I'm not dying, so why do I need Phyllis Tuckwell?' But after my first visit, I realised the Hospice is a place that can add more living to my life and help me manage my symptoms, as they will inevitably get worse."*

On his first visit to the Hospice, Paul saw a Physiotherapist and Occupational Therapist, and received reflexology treatment.

*"The great thing about coming to the Hospice was being able to talk to others who were also suffering from MND and finding out how the disease affects them, as it's very different for each person,"* he says.



## Paul's Story (Continued)

Paul started to volunteer at the Hospice on a weekly basis and helped a fellow patient, Ashley, who was suffering from a brain tumour. Paul and Ashley supported each other through their respective illnesses and worked together to keep fit. Sadly, 18 months later, 28 year old Ashley died.

*"As an ex-professional footballer, I know how important it is to keep your body in shape, which is why when Ashley asked me to help keep fit with him, I jumped at the chance. It was rewarding to give something back and I really enjoyed my time with him. It's very upsetting that he is no longer with us."*

For Paul, MND has had the greatest impact on the use of his arms, but swallowing food can also be problematic. *"When we go out for meals now, I choose very carefully,"* he says. *"I had a very stressful situation recently when eating steak; I couldn't swallow it and I nearly choked."*

As Paul's symptoms have progressed, he has tried to remain upbeat and stay positive, and his family and friends have really helped him in this. He is still in touch with his old teammates at Aldershot FC and was given a lifetime season ticket by the club. *"Everyone there treats me like I'm normal,"* he says, *"and they've been a great help in fundraising for Phyllis Tuckwell, as have my family. My son-in-law has been running the Lion Brewery music festival for the last 27 years and has recently used that to raise money for Phyllis Tuckwell, and my sister runs a weekly raffle in her pub in Hull, for Phyllis Tuckwell."*

With the support of Judith, his wife of 38 years, and his four daughters who keep him on his toes, Paul is looking forward to living the remainder of his life to the full.

*"After I was diagnosed, I set myself some goals some of which revolved around my first granddaughter, Maddison, who was born in November 2006. I wanted to be able to take her*



*to Playschool, which I did, and I was also able to take her to Infant school".* Paul now has three more grandchildren, Charlotte, Paul and Lexi.

*"It costs Phyllis Tuckwell a lot of money to provide their Hospice Care services, and without the donations from supporters they wouldn't be here. For me and my family it has made a huge difference - without it, my illness would have got the better of me."*



## History of PTHC

### Who was Phyllis Tuckwell?

**Phyllis Tuckwell was a local mother of three who was diagnosed with cancer in 1949; she was married to the eminent surgeon, Sir Edward Tuckwell. After Phyllis' death, in 1970, Sir Edward resolved to strive for greater choices for terminally ill patients.**

**Combined with some notable forces, including one patient in particular, an ambitious project was embarked upon; to create a modern hospice in West Surrey, to be named after Sir Edward's late wife.**

### From Trimmers Hospital to Phyllis Tuckwell Hospice

Trimmers was founded by George Trimmer, one of Farnham's 19th Century entrepreneurs, who had established the successful Lion Brewery in the 1850's. In 1894 the Trimmer family built a two storey cottage hospital in East Street at a cost of £15,000, but by the 1930's a greater service provision was required. In 1935 the solution was to build a hospital on the corner of Waverley Lane and Menin Way – this was the new Trimmer's Cottage Hospital and to this day there is still a 'T' above the door, not for Tuckwell but for Trimmer.

Following Phyllis' death, Sir Edward Tuckwell and a former patient of his Yvonne Dale set about creating a modern hospice for local people in West Surrey. Cancer was talked about in hushed tones in the 70s and Yvonne and Sir Edward were determined to change this.

The charity, The Phyllis Tuckwell Memorial Hospice, was founded in 1972 by Yvonne Dale

who sadly died just one month later. In February, 1979 after years of dedicated fundraising and hard work, The Phyllis Tuckwell Hospice opened in the former Trimmers Community Hospital building.

Phyllis Tuckwell Hospice is one of the oldest Hospices in South East England – the first modern hospice, St. Christopher's had opened just 12 years prior to PTH.

When the hospice first opened, only the nursing staff was salaried – everybody else was a volunteer. Thirty five years later we have to employ people in many different roles to fulfil our commitments to run a modern hospice/ business; but most importantly we still have many volunteers, over 1,000, giving their time in so many different ways!

**In February 2019 Phyllis Tuckwell celebrated its 40<sup>th</sup> Anniversary!**

### ...to Phyllis Tuckwell Hospice Care

The most important and exciting development to have taken place recently is the transfer of Guildford's Beacon Service to Phyllis Tuckwell. Patients and relatives across West Surrey and North East Hampshire now have one combined service for supportive and end of life care, whether at the Hospice, at the Beacon Centre, or in their own homes. This transfer enables

our clinical teams to work together to build on an already strong service, providing the best possible Hospice Care to patients, wherever they want to be.

Because of this, we decided to take the opportunity to update our brand and logo, referring to ourselves as 'Phyllis Tuckwell', offering 'Hospice Care' wherever it is needed.

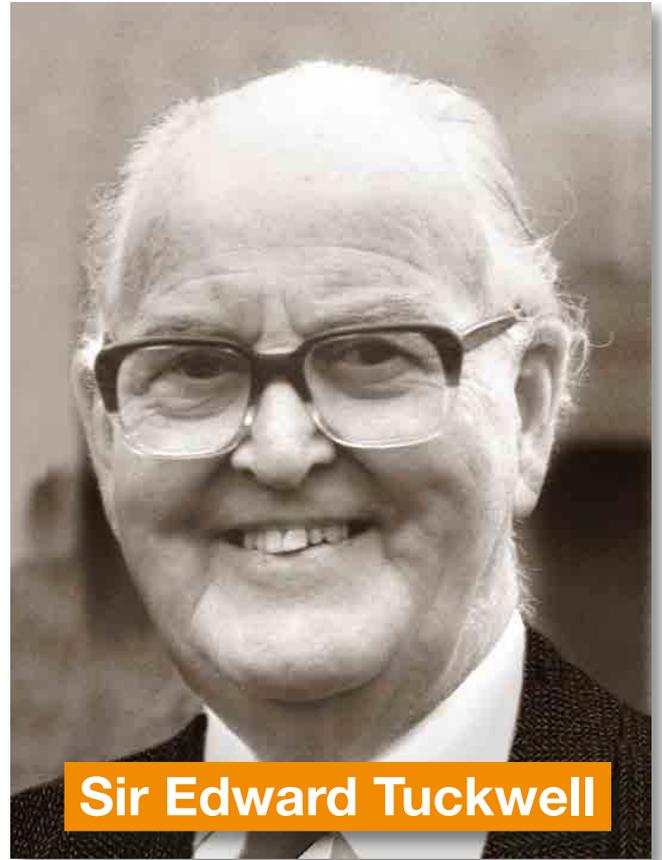
Phyllis Tuckwell®

Hospice Care

...because every day is precious



**Phyllis Tuckwell**



**Sir Edward Tuckwell**



**Yvonne Dale**



# Compassionate and specialised care for patients and families

**Phyllis Tuckwell provides supportive and end of life care for adult patients living with an advanced or terminal illness, who require the expertise of a specialist palliative care team.**

We are dedicated to achieving control of our patients' physical and psychological symptoms and provide practical, emotional and spiritual support for both them and their families.

We are passionate about supporting them through all the stages of the patient's illness, from coming to terms with an advanced or terminal illness, through to end of life care and bereavement support.

Our services are available to patients across Guildford, Waverley, Farnham, Surrey Heath and North East Hampshire areas. Patients can access the skills and expertise of our team of highly-trained professionals – Specialist Palliative Consultants and Doctors, Nurses, Social Workers, Benefits & Entitlements Advisors, Chaplains, Therapists and Counsellors – giving them the vital support that's needed at this difficult time.

Hospice Care is often misunderstood as being just for "final days". In addition to the end of life care for which we are well known and respected, we are passionate about supporting patients and their families much earlier in their illness. Our therapeutic and emotional support in our Living Well services can help patients manage their illness and stay independent, improving their quality of life, because every day is precious.



**Our care is offered through three key services:**

**Living Well services**

**Care at Home**

**In-Patient Unit**

**These are supplemented by:**

**Support for carers and families:  
during the illness and post-bereavement**

**Education services:  
improving end of life care skills for other care workers in our community.**



## Living Well services

**Our Living Well services are designed to help patients and those closest to them manage the impact of their illness, cope with changes, improve their wellbeing and remain as independent as possible.**

This enables them to get the most out of life, keeping as mobile as possible, feeling more in control, making choices about their care and developing coping strategies to help them manage their illness.

We provide a relaxed and friendly environment for patients, carers, partners and family members, both at the Hospice in Farnham and the Beacon Centre in Guildford.

Our groups, all of which are offered free of charge to patients and their families and carers, run over several weeks. We review goals and progress with them, and once their needs either stabilise or they feel more empowered to manage their advancing illness themselves, they may be discharged from the Living Well service until their needs change.

Our Living Well team is made up of Doctors, Nurses, Health Care Assistants, Physiotherapists, Occupational Therapists, Complementary Therapists, Psychologists, Counsellors, Social Workers, Benefits & Entitlements Advisors, Dietitians and Chaplains who, together, provide a range of medical, clinical and therapeutic care to promote physical, emotional and spiritual wellbeing.

### How Living Well services can help

- Monitoring and managing unstable symptoms.
- Guidance on coping with stress and anxiety.
- Advice on issues such as strength, balance, mobility and tiredness.
- Tips on diet, taste changes, weight gain/loss.
- Guidance on advance care planning.
- Providing a place where patients and carers can meet others, and make supportive friendships.
- Teaching relaxation techniques.
- Running meditation, complementary therapy and emotional health classes.
- Helping patients to explore their creative side and nurture their talents.
- Providing information, advice and support for patients, families and carers.



Living  
Well

*"It's not about end of life, it's about rest of life."*

Steve Davies,  
PTHC patient.



## Care at Home

**Our Care at Home team provides high quality, compassionate care in the place where most patients want to be... at home, in their care home or community hospital.**

When asked, 70% of people would prefer to die at home. Our Care at Home service, which looks after about 1,600 patients a year, brings the skills and expertise of our multi-disciplinary team straight into patients' homes and gives them, and their family and carers, access to the vital support that's needed at this difficult time.

Our Clinical Nurse Specialists and Doctors may be the first point of contact patients have with us. We work closely with GPs and District Nursing teams.



### Compassionate end of life nursing at home

The Care at Home service includes our Hospice Care at Home team - Registered Nurses and Health Care Assistants who support very ill patients. They provide nursing and personal care, helping patients and families cope with the final few weeks and days of life at home. We work with District Nursing teams, to provide care during the day, with some overnight care available during the last days of life, to support people's wishes to die at home.

To enable patients to stay at home, we work with other Health Care Professionals to support rapid discharges from hospital and help reduce unplanned hospital admissions.

We piloted this service in 2009 and now look after about 600 patients a year.

### Hospice Home Support (HHS)

This service which looks after around 60 patients a year, was originally a separate charity set up by PTHC's Dr Maggie Guy, but on her retirement in 2015 it was officially made part of Phyllis Tuckwell. As part of our drive to strengthen support available to patients at home and provide much needed help for their families, HHS provides volunteer support to patients and their families in their own homes, thereby helping patients to stay at home, sometimes for much longer than would otherwise be possible. This could include assistance with shopping, ironing, taking patients on outings, helping with their children, accompanying them on hospital visits or simply allowing their carer a few hours' break. At present we have about 25 trained volunteers who each spend three hours a week with a patient.

***"My mum wouldn't have been able to stay at home without you."***

Relative of PTHC patient.



## In-Patient Unit

**Our 18-bed In-Patient Unit (IPU) provides 24-hour compassionate, professional and personalised care for patients, as well as support for family members and carers, at the Hospice in Farnham.**

Patients' individual needs and preferences are very important to us and we will work with them to help achieve their personal goals and aspirations during their time with us. They may be referred to our Hospice In-Patient Unit by their GP, District Nursing Team, Hospital, or by a Phyllis Tuckwell Health Care Professional. This may be for assessment, symptom management, pain relief, or for end of life care. Some patients who are admitted for symptom control are discharged back home after a few days, when their symptoms have been stabilised.

Our In-Patient Unit is led by a Ward Manager and Medical Consultants, with a team of Registered Nurses, Health Care Assistants, Doctors and our multi-disciplinary team.

Our passion is to support patients and their families, offering comfort and understanding at a difficult time – as well as at times of hope and joy – and to ensure that they are treated with dignity and compassion.

The beds are divided into two four-bed bays (one male and one female) and ten single rooms. Each room has a television, and patients have access to a telephone and CD player if requested.

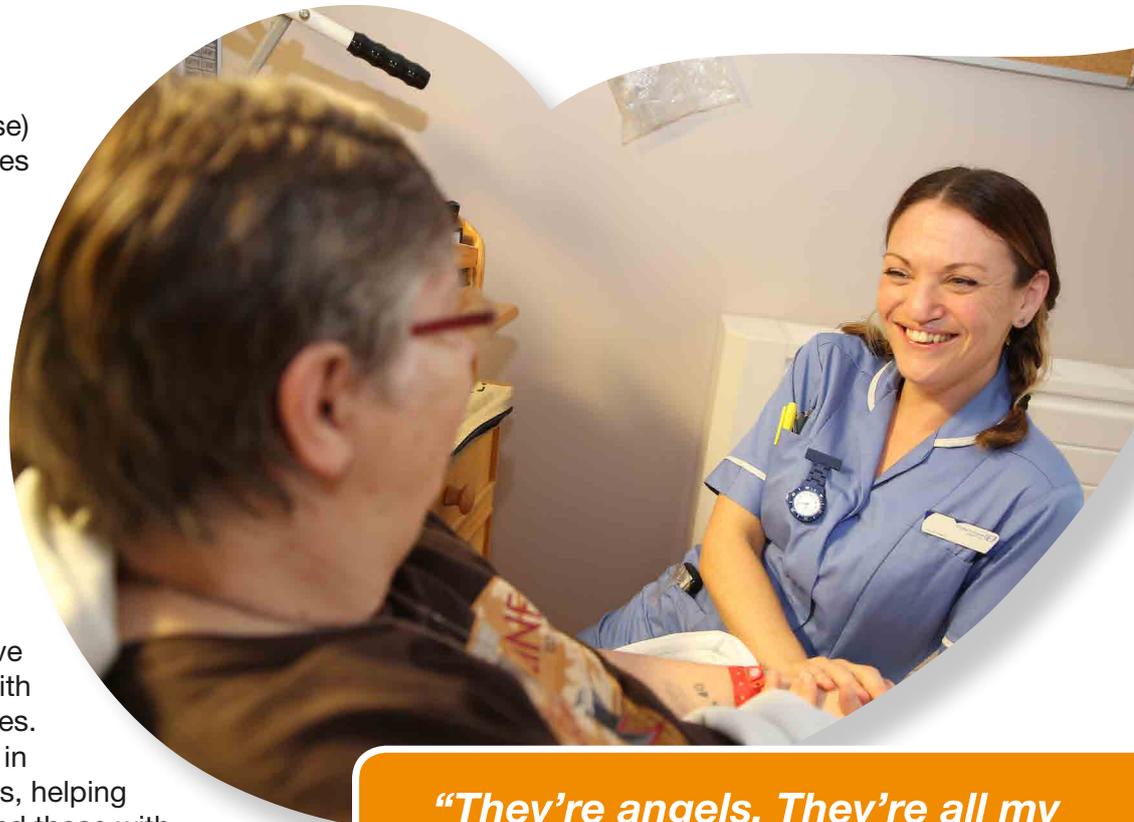
Two of our single rooms (ROWAN and MAPLE rooms) are specially adapted for patients with neurological and cognitive impairment needs.

### ROWAN

The Hospice's ROWAN Room (Room Options Without A Nurse) contains equipment that enables patients with reduced mobility to open and close windows and blinds, change their bed position, and even send emails and surf the internet independently. It gives patients a control over their environment which they would not otherwise have.

### MAPLE

The Hospice's MAPLE Room (Memory Assist for Patients Life) on the IPU aims to improve the environment for patients with cognitive and sensory difficulties. The room has been decorated in contrasting but relaxing colours, helping both patients with sight loss and those with heightened levels of anxiety. The room is fitted with equipment which enables discreet monitoring of patients who may be inclined to wander, and are therefore more at risk of falls.



***“They’re angels. They’re all my friends - we all have a good chat and a laugh. I would recommend this place to anybody.”***

Glenys, PTHC patient.



## Our Multi-Disciplinary Team

**All three core services are staffed by our multi-disciplinary team – Specialist Palliative Consultants and Doctors, Nurses, Social Workers, Benefits & Entitlements Advisors, Chaplains, Therapists and Counsellors.**

### Medical and Nursing Team

The medical and nursing staff are responsible for caring for patients in the In-Patient Unit, Care at Home and Living Well services.

#### Medical Service

Our medical team, led by Dr Cate Seton-Jones, is made up of a team of consultants, specialty doctors, GP assistants and junior doctors in training. The consultant staff are all specialists in Palliative Medicine and bring wide ranging experience from both general practice and hospital medicine backgrounds. The consultant staff are supported by specialty doctors and GP clinical assistants, all of whom have years of experience at Phyllis Tuckwell.

#### Clinical Nurse Specialists

The first point of contact with our Hospice Care service is usually with a CNS. They provide full assessment of patients' and families' needs and concerns, providing expert advice on controlling symptoms such as pain and vomiting, allowing open discussions about death and dying, and supporting with advance care planning and end-of-life care. They also provide emotional, psychological and practical support for patients and their carers, and act as the key liaison between patient, GP and District Nurses, providing ongoing patient and carer information and support. The team also identify individual needs and refer to others within the Hospice Care team if required.

#### Hospice Care at Home nursing team

The Hospice Care at Home team is led by registered nurses with specialist palliative care experience. We work closely with GPs, district nurses and our community and hospital palliative care teams, as well as with other healthcare professionals involved in our patients' care.

Our senior healthcare assistants can provide 24/7 hands-on care and support to our patients and their families. They help to support the patient's choice to be at home in the last few days of life, this may be in their own home, a residential or nursing home. Our experienced senior Health Care Assistants have received training in palliative nursing care through Phyllis Tuckwell Hospice Care.

### Therapists

#### Physiotherapy

The Physiotherapy service at Phyllis Tuckwell is provided for the patients at the Hospice (In-Patient Unit, Day Hospice and Living Well service), and at the Beacon Centre (Living Well service), and also to patients in their own homes. The Physiotherapists make a careful assessment of patients' current and future needs and develop individual programmes with each to enable them to continue as full and active a life as possible.

#### Occupational Therapy

Phyllis Tuckwell employs a team of Occupational Therapists, who enable patients to maintain their personal independence and quality of life. An Occupational Therapist may visit patients at home, on the In-Patient Unit, in Day Hospice, or in our Living Well service at the Dove Centre or Beacon Centre.

#### Complementary Therapies

We offer a number of therapies including Aromatherapy, Massage, Reflexology, Indian Head Massage, Spiritual Healing, Acupressure and Biolaser, Lymphatic Drainage massage, Hypnotherapy, Hypno Massage, Hydrotherm massage, Hopi Ear Candling, Arts Counselling and Meditation and Visualisation. Complementary Therapies are offered to our patients for wellbeing and relaxation, and for the management of distressing symptoms.





## Our Multi-Disciplinary Team 2

### Patient and Family Support (PAFS)

The effect of a terminal illness can go further than just the patient - relatives and carers also often need support. The PAFS team at Phyllis Tuckwell offers a number of support services such as Social Work and Benefits & Entitlements advice, Bereavement Counselling and Chaplaincy Support.

### Emotional Support

This includes one-to-one counselling, group support, social events such as coffee mornings, informal support (someone to chat to), children and family work, Spiritual Support and thanksgiving services for the bereaved. Families are entitled to Emotional Support for as long as they feel they need it.

### Social Work Support

Help with washing and dressing, help to prepare meals, respite care and finding a nursing home. The Phyllis Tuckwell multi-disciplinary team will help assess each patient individually and assist PAFS in getting the correct Social Work Support.

### Benefits and Entitlements

A range of financial and practical advice is offered by the PAFS team, from helping families fill in forms to helping them apply for benefits. They can also advise on many other things, such as; travel insurance, cleaning, gardening, shopping, advising on making a Will, power of attorney, applying to local charities and benevolent funds, supporting re-housing and many more.

### Bereavement

Bereavement Support is offered to families about a month after bereavement. It often follows on from counselling sessions and is available for as long as is needed. The support includes individual help for adults and children of all ages, small groups which gives families an opportunity to share feelings and experiences with others who are bereaved, invitations to return to the Hospice for a Remembrance and Thanksgiving Service, 'Time for Reflection' – an invitation to join us at the Hospice for an informal gathering, the Memory Tree, lighting of candles, carol singing and refreshments, coffee mornings for the bereaved and also meetings for bereaved parents.

### Chaplaincy

Our Chaplains Revd. Dr Jill Thornton, Revd. Sue Lattey and Bryony Shaw are assisted by a team of volunteers. All are trained to have open discussions regarding other faiths and denominations. We respect people of all faiths and none, and if a patient or family member wants to see someone of their own faith it can be arranged. There is also a small chapel within the Hospice which anyone of any faith can use for tranquil reflection time. A service of Holy Communion and prayers for those in the Hospice takes place every Wednesday at 2pm in the Chapel.





## Education

**It has been recognised that, across the UK, care for dying people is rather fragmented, with some patients receiving excellent care and others not having access to such high quality.**

As a Centre for Excellence in Palliative and End of Life Care, with many highly trained and specialised staff, it is part of our remit to provide education and training to local health care professionals in palliative and end of life care, across West Surrey and North East Hampshire.

At Phyllis Tuckwell, we run a number of educational courses and workshops, both at the Hospice in Farnham and Beacon Centre in Guildford. Our courses are varied, educational and very informative, and help both qualified and other health care professionals to continually improve their knowledge and skills.

### Training Courses

Training courses for qualified health care professionals - whether they work in a care home, are a community nurse, GP or allied health care professional include:

- Palliative Care Course
  - Communication & Advanced Care Planning in Palliative Care
  - Assessment & Symptom Management for People in the Last Year of Life
  - Changing Gear in the Last Weeks of Life
- Syringe Driver
- Sub Cutaneous Hydration

Training courses for Health and Social Care Assistants include:

- Care in Advanced Illness for Health and Social Care Assistants
- Social and Therapeutic Horticulture (STH) for Palliative Care.

*“Lovely learning environment and well led - felt comfortable to ask questions.”*  
Course participant.





## Our Facilities

**In addition to the In-Patient Unit, the Hospice in Farnham also contains our Dove Lounge where we hold our Day Hospice, and outpatient consulting rooms in the Dove Centre.**

### Dove Lounge

Our Day Hospice first opened in 1989 and was originally held in a single room. In 2000 this room was replaced by the larger Barbers Day Hospice, named after the Worshipful Company of Barber Surgeons which Sir Edward Tuckwell was connected with. Providing patients with companionship and activities, as well as access to Complementary Therapy, Physiotherapy, Counsellors and PTHC Chaplains, Day Hospice is an important facility for patients.

In 2015 this room became the Dove Lounge! It took six months of building work, but the new facility is finished and open to patients. The expansion was made possible in part by a large government grant which was given to PTHC through the NHS. Monies from Trust Funds then paid for the building to be redecorated and for new furniture to be bought. Day Hospice runs regular sessions from 10am – 3pm every Tuesday, Wednesday and Friday, and the space is used on other days to support patients and their families.

The Activities Room within Day Hospice provides a separate space for our Living Well sessions, including art groups, reminiscence therapy and children's counselling sessions, whilst the Quiet Room can be used for private family meetings and patient assessments.

### Coffee Shop

There is bright and spacious sitting room with a Coffee Shop which is open seven days a week 10am – 4pm offering light snacks and refreshments for families and staff as well as the patients, should they wish to use it. There is also an inner courtyard area to be enjoyed and spacious gardens surround the Hospice.

### The Beacon Centre

From April 1<sup>st</sup> 2015, Guildford's Beacon Palliative Care Service was transferred to Phyllis Tuckwell, enabling us to manage one combined and experienced clinical team across our area.

The Beacon Centre became the base for our combined Hospice Care at Home team, as well as one of our CAH locality community teams and comprises a Day Room and outpatient consultation rooms.

The Beacon Centre is open Monday to Friday 9am to 4.30pm. Situated in the grounds of the Royal Surrey County Hospital in Guildford, it has its own free car park.



The Beacon Centre

**If you would like further details about any of these services to support your talk, please do get in touch.**



[fundraising@pth.org.uk](mailto:fundraising@pth.org.uk)



01252 729446



## Shopping List

We have a complete list of costs for various services for an hour, day, week, month and year, but we've created this list for you to pick and choose as is relevant for each talk or group.

*Please ask if you would like any more information, and we will update this list as the costs change.*

**£8** could buy aromatherapy oils for one day, bringing patients comfort and relief.

**£70** could provide an hour of our Living Well service.

**£103** could help the Hospice Care at Home team care for patients for one hour in their own homes.

**£150** could fund a Physiotherapist for a day.

**£154** could pay for the services of an Occupational Therapist for a day – helping patients to continue day-to-day life as normally as possible.

**£176** could fund a Nurse for the day who cares for up to five patients.

**£225** could pay for medical supplies for one patient for a day.

**£502** could provide our Hospice Home Support services for one week.



**£962** could pay for one full time Clinical Nurse Specialist for a week, working out in the community.

**£2,473** could fund our total Hospice Care at Home service for a day.

**£9,890** could cover the cost of running our In-Patient Unit for a day, 24 hours a day.



Around **£10 million** is needed to provide all our services for one year!



## Tools for longer talks: Hints & Tips

### 3 Key facts that must be included in any Ambassador talk:

- Every day we support **over 250 patients, relatives and carers**.
- 100% of our patients are referred from the NHS, and the NHS covers **only 20%** of Phyllis Tuckwell's costs.
- We need to fundraise **over £20,000 a day** to offer our services free to patients.

*Here are a few hints and tips – things you may want to include in a talk or ways you could structure a presentation. These are just some of the ideas our Community Fundraising team use, but we encourage you to come up with more of your own!*

**3 Myths** – Funded by NHS; One way ticket; Just a building – you can take it in turn to dispel each of these myths.

Start and finish talk with the question – **When you think of the word 'Hospice' – what is the first word that comes to mind?** You can use the Dove board as an aid for this. What you say in your talk should change the audience's perceptions from the start to the finish.

What makes Hospice Care different is that it is **Holistic** – we care for the physical, emotional and spiritual wellbeing of our patients and families.

### Key buzz words that you may wish to put in a talk:

- Choice
- Holistic
- Palliative
- Compassionate
- Life & living
- Journey
- Dignity
- Phyllis Tuckwell family
- Quality of life
- Time and space

### Quotes:

*“The patient is not just the person in the bed but also the people at the end of the bed.”*

*“We can't add days to life but we can add life to days.”*



***Small examples that audiences can relate to, which demonstrate how we make life easier, personalising our care and looking after not only the medical needs but the emotional and spiritual wellbeing of the patient and their families...***

- **Blue badge applications**

Our Patient & Family Support team can help with even the small forms – that can make a huge difference.

- **Funding applications**

When patients and families are dealing with a difficult diagnosis the last thing they want to be worrying about is how they are going to cope financially. Our Patient & Family Support team are able to assist and advise in applying for all the relevant grants and funding that they might be entitled to.

- **Sherry trolley**

PTHC does everything it can to help patients make the most of every day. Therefore sometimes the smallest of things can make a big difference. For example – if a patient on our IPU would like to enjoy a glass of sherry then we will do our best to bring it to them! It is these personal touches which demonstrate how we can give more time to our patients than a Hospital ward may be able to.

- **Pets As Therapy (PAT) dogs**

We have regular animal visitors who come to the IPU to see the patients. This can often lift a patient's spirits.

- **Nails painted/Hair done**

Often making a patient feel pampered can help them feel more positive and increase their self-confidence.

- **Flowers**

Unlike a hospital, we allow patients to have flowers in their rooms. In fact, there are flowers everywhere in the Hospice, beautifully displayed by our flower team volunteers.





## Example structure for a longer talk

### History of the Hospice Movement:

Difference between Hospice and Hospital  
Dame Cicely Saunders  
Palliative Care

### History of Phyllis Tuckwell Hospice Care:

What we do  
Our catchment area  
Phyllis Tuckwell and Co.

### Key messages about Hospice Care (see next page)

Living Well services  
Care at Home  
In-Patient Unit (IPU)

Education  
Our multi-disciplinary team  
Our facilities

### Ways You Can Help:

- **Phyllis Tuckwell led events**  
Christmas parties with Best Parties Ever, Strictly Dancing, Santa Fun Runs and Dash of Colour.
- **Community events**  
In aid of e.g. coffee mornings, concerts, fashion shows - including large scale events such as Music in the Park by Farnborough Rotary, the annual White Dove Transport Show, and successful Reindeer Runs.
- **Challenges**  
Skydiving, trekking the Great Wall of China, and climbing Mount Kilimanjaro.
- **Recycling**  
We recycle mobile phones, stamps, coins, bras, printer cartridges, aluminium and textiles/rags.

- **Shops**  
Donations of unwanted clothes, toys, books and furniture are welcome.
- **Appeals & Raffle**  
Light up a Life or Christmas Appeals.
- **Tuckwell Chase Lottery**  
Chance to win £1,000 every week with all proceeds equally split between PTHC and Shooting Star Chase.
- **Legacy**  
Significant contribution but unpredictable and sporadic so cannot be relied upon. Campaign to Make A Will Fortnight.
- **General donations & In Memory Giving**  
Donations in memory of someone who has been cared for by Phyllis Tuckwell.  
In mem. envelope for funerals.

**Close:** Our philosophy

**Questions:**



[fundraising@pth.org.uk](mailto:fundraising@pth.org.uk)



01252 729446



## Key messages

- **Phyllis Tuckwell is more than just a building.**  
We offer a compassionate and caring approach to end of life care, with a range of services available to patients, carers and relatives, wherever the patient may be.
- **85% of our care is provided away from our In-Patient Unit.**  
In addition to our 18-bed In-Patient Unit, we offer care and support through our Care at Home and Living Well services.
- **We provide care and support for 250 patients, carers and relatives every day.**
- **Our care is for people living with any terminal illness (such as cancer, heart, lung or neurological disease).**
- **Hospice does not mean hopeless.**  
Our approach emphasises that creative and positive outcomes can be realised, by boosting confidence, defining and achieving personal goals and by living life as fully as possible.
- **Our In-Patient Unit is not just for final days. About 30% of our inpatients return home after having their symptoms controlled.**
- **We are the only adult Hospice Care service supporting patients and families across the whole of West Surrey and part of North East Hampshire.**
- **Our care is tailored to the individual needs of each patient.**
- **Our care provides relief from pain and suffering.**
- **Our care does not end when the patient dies.**  
Bereavement Support is extended to families and carers when their loved one has died.
- **Our care is provided free of charge for all patients, carers and families.**
- **Only 20% of our costs are covered by the NHS/Government.**  
The majority of our funds come from donations, gifts in Wills, fundraising events and income from our shops.
- **We are an independent charity at the heart of our local community.**  
We have to raise over £20,000 each and every day to provide all our services.



## Making a speech: do's and don'ts

### 1. Tailor Your message to the audience

A speech to school children should be very different in content and style of delivery to one made to adults.

### 2. Personalise your message

Use "You" and "Your"... not "them" or "they".

### 3. Firsts and Lasts are remembered

Your introduction and closing words are the most important part of the speech – think carefully and rehearse.

### 4. Movement & Change

Move around, use gestures, use your voice to emphasise points and create impact.

### 5. Rule of 3

State things in a list of 3's with pauses in between.

### 6. Simple language & strong words

Use easy to say and simple to understand words.

Don't use weak words such as "try", "hopefully" and "might".

### 7. Paint pictures / use stories

Make it memorable, help people relate to what you are saying. Create emotion.

### 8. Smile / Breathe / Pause

Relax - nervous people forget to smile! Pause for dramatic effect - say a sentence / tell a story then PAUSE for a few seconds. Stillness & quiet is very very powerful.

### 9. Make eye contact

Don't stare blindly into the room. Pick out people in the audience, work the room.

### 10. Control the Q&A session

Don't leave this session to the very end as you cannot control it. Ensure your closing statement comes after all the questions.

### 11. Rehearse

Even the most experienced actors rehearse - make time. Especially important are the intro and outro.

### 12. Do not overrun on time

No one is ever thanked for going over time!



## Resources and equipment available

These items are available from Fundraising – please request as early as possible.

**Contact:**



[fundraising@pth.org.uk](mailto:fundraising@pth.org.uk)



**01252 729446**

- **Collection tins and buckets**
- **Gift aid envelopes**
- **Hospice Care leaflets**
- **Balloons**
- **Sail flags** – good for outdoor events – with ‘Phyllis Tuckwell Hospice Care’ and web address on.
- **Pull up banners** (85cm x 200cm) – various - see below.
- **Display boards** including history of Phyllis Tuckwell, old and new photos and plans for the future OR upcoming events OR ways to support.
- **Stretch banners**
- **PowerPoint presentation** - if you are doing a longer talk and the venue has a computer and projector screen we can provide you with a tailored presentation to talk around.
- **Home collection boxes**

## Pull up banners available

**Please help us raise the £20,000+ we need every day.**

Phyllis Tuckwell Hospice Care  
...because every day is precious

**What our care costs**

**£92** One hour of care from our Hospice Care at home team

**£131** A nurse for one day who cares for five patients

**£200** To support one patient in our Day Services

**Large or small donations - every penny counts.**

**Thank you**  
Hospice Care for **your** community, supporting 250 patients, carers and relatives every day across West Surrey and North East Hampshire.  
**01252 729446**  
[support@pth.org.uk](mailto:support@pth.org.uk) [www.pth.org.uk](http://www.pth.org.uk)

Join us on Facebook or follow us on Twitter @PTHospice

Phyllis Tuckwell Hospice Care is a registered charity (No. 1042888) and a member of the Hospice Foundation for England and Wales. It is regulated by the Charity Commission for England and Wales.

**Will you help us? ...because every day is precious.**

Phyllis Tuckwell Hospice Care

**Please help us raise the £20,000+ we need every day.**

**Ways you can help**

**Attend, organise or sponsor an event**  
Participate in one of our events or host your own

**Get active**  
Do a Challenge Event, skydive, walk or run

**Hold a raffle or tombola**  
Run your own or donate prizes to Phyllis Tuckwell

**Collect or make a donation**  
Large or small, every penny counts

**Go green**  
Donate or recycle unwanted possessions

**Thank you**  
Hospice Care for **your** community, supporting 250 patients, carers and relatives every day across West Surrey and North East Hampshire.  
**01252 729446**  
[support@pth.org.uk](mailto:support@pth.org.uk) [www.pth.org.uk](http://www.pth.org.uk)

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**Because every day is precious.**

Phyllis Tuckwell Hospice Care

**Please help us raise the £20,000+ we need every day.**

**Care for people living with a terminal illness**  
Such as cancer, heart, lung or neurological disease

**Choice about where and how care is received**  
At home, in the community, at the Hospice, at the Beacon Centre

**Care tailored to individual needs**

**Support for families as well as patients**

**Thank you**  
Hospice Care for **your** community, supporting 250 patients, carers and relatives every day across West Surrey and North East Hampshire.  
**01252 729446**  
[support@pth.org.uk](mailto:support@pth.org.uk) [www.pth.org.uk](http://www.pth.org.uk)

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# PTHC SHOP DETAILS

Hours 9.30am–4.30pm, except Farnborough 9am–4.30pm and Showroom 9.30am–5pm.

## Phyllis Tuckwell Shop

9 Union Street  
Aldershot  
Hants  
GU11 1EG

**Tel: 01252 332300**

**Email: [aldershot@pth.org.uk](mailto:aldershot@pth.org.uk)**

## Phyllis Tuckwell Shop

1 Bankside  
Beacon Hill  
Hindhead  
Surrey GU26 6NR

**Tel: 01428 608238**

**Email: [beaconhill@pth.org.uk](mailto:beaconhill@pth.org.uk)**

## Phyllis Tuckwell Shop

88 High Street  
Cranleigh  
Surrey  
GU6 8AH

**Tel: 01483 272780**

**Email: [cranleigh@pth.org.uk](mailto:cranleigh@pth.org.uk)**

## Phyllis Tuckwell Shop

9A Farncombe Street  
Farncombe  
Surrey  
GU7 3LN

**Tel: 01483 385228**

**Email: [farncombe@pth.org.uk](mailto:farncombe@pth.org.uk)**

## Phyllis Tuckwell Shop

279 Fleet Road  
Fleet  
Hants  
GU51 3BZ

**Tel: 01252 624724**

**Email: [fleet@pth.org.uk](mailto:fleet@pth.org.uk)**

## Phyllis Tuckwell Shop

163 Ash Hill Road  
Ash  
Aldershot  
Hants GU12 5DW

**Tel: 01252 330416**

**Email: [ash@pth.org.uk](mailto:ash@pth.org.uk)**

## Phyllis Tuckwell Shop

52 Kingsmead  
Farnborough  
Hants  
GU14 7SL

**Tel: 01252 372232**

**Email: [farnborough@pth.org.uk](mailto:farnborough@pth.org.uk)**

## Phyllis Tuckwell Shop

57a Downing Street  
Farnham  
Surrey  
GU9 7PN

**Tel: 01252 726128**

**Email: [farnham@pth.org.uk](mailto:farnham@pth.org.uk)**

## Phyllis Tuckwell Shop

114 High Street  
Godalming  
Surrey  
GU7 1DW

**Tel: 01483 415361**

**Email: [godalming@pth.org.uk](mailto:godalming@pth.org.uk)**

## Phyllis Tuckwell Shop

3 Beacon View Parade  
Headley Road  
Grayshott  
Surrey  
GU26 6LD

**Tel: 01428 609506**

**Email: [grayshott@pth.org.uk](mailto:grayshott@pth.org.uk)**

## Phyllis Tuckwell Shop

61 Quarry Street  
Guildford  
Surrey  
GU1 3UA

**Tel: 01483 385203**

**Email: [guildford2@pth.org.uk](mailto:guildford2@pth.org.uk)**

## Phyllis Tuckwell Furniture and Home Store

13 The Parade  
Frimley High Street  
Frimley  
Surrey  
GU16 7HY

**Tel: 01276 785608**

**Email: [Frimley@pth.org.uk](mailto:Frimley@pth.org.uk)**

## Phyllis Tuckwell Furniture & Donation Centre

Unit F Centrum Business Park  
Dogflud Way  
Farnham  
Surrey GU9 7SW

**Email: [showroom@pth.org.uk](mailto:showroom@pth.org.uk)**

(furniture collect and customer enquiries)

**Tel: 01252 710679**

**Email: [donationcentre@pth.org.uk](mailto:donationcentre@pth.org.uk)**

## Phyllis Tuckwell Furniture and Home Store

231 High Street  
Guildford  
Surrey  
GU1 3BQ

**Email: [guildfordhs@pth.org.uk](mailto:guildfordhs@pth.org.uk)**

## Phyllis Tuckwell Shop

6 Phoenix Court  
Guildford  
Surrey  
GU1 3EG

**Tel: 01483 532123**

**Email: [mailto:guildford@pth.org.uk](mailto:mailto:guildford@pth.org.uk)**

## Phyllis Tuckwell Shop

98 Weyhill  
Haslemere  
Surrey  
GU27 1HS

**Tel: 01428 644470**

**Email: [haslemere@pth.org.uk](mailto:haslemere@pth.org.uk)**

## Phyllis Tuckwell Shop

400c Yorktown Road  
College Town  
Sandhurst  
Berkshire  
GU47 0PR

**Tel: 01276 785379**

**Email: [collegetown@pth.org.uk](mailto:collegetown@pth.org.uk)**

## Phyllis Tuckwell Shop

5/7 Obelisk Way  
Camberley  
Surrey  
GU15 3SD

**Tel: 01276 64600**

**Email: [camberley@pth.org.uk](mailto:camberley@pth.org.uk)**



## Key Team Contacts

Here are all the contact details you need. If you have specific enquiries or leads, for example a company that would like to support us, please let us know when you get in touch.

**Peter Foxton**

**Director of Income Generation**

**Charli Quay-Barnham**

**Community Fundraising Manager**

 01252 729446

 charli.quay-barnham@pth.org.uk

**Leanne Magee**

**Community Fundraiser**

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 leanne.magee@pth.org.uk

**Sam West**

**Community Fundraiser**

 01252 729456

 sam.west@pth.org.uk

 Website: [www.pth.org.uk](http://www.pth.org.uk)

 Twitter: [@PTHospice](https://twitter.com/PTHospice)

 Facebook: search *Phyllis Tuckwell Hospice* and 'Like' our page

Phyllis Tuckwell<sup>®</sup>  
Hospice Care  
...because every day is precious



# Thank you



for being an ambassador!

For further information visit [www.pth.org.uk](http://www.pth.org.uk)

Phyllis Tuckwell Hospice Care,  
Waverley Lane, Farnham,  
Surrey, GU9 8BL

Tel: 01252 729400 Fax: 01252 729429

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