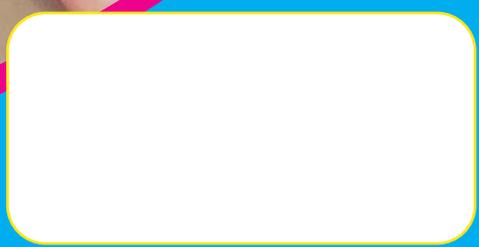


Your Ambassador Pack!



Phyllis[®]
Tuckwell
Hospice Care
...because every
day is precious

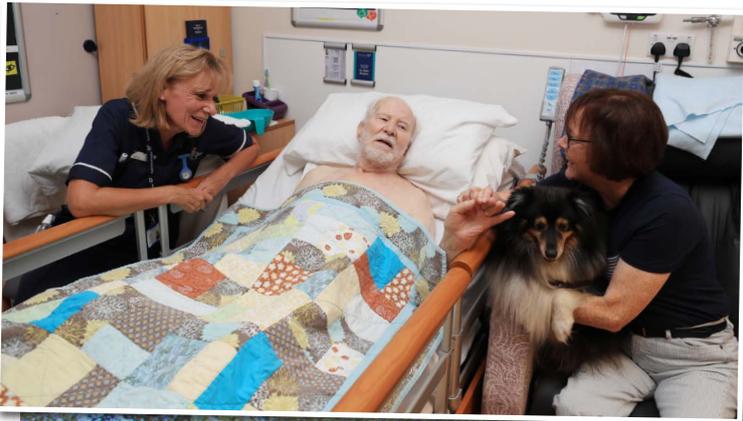
how you can
help us continue
our mission



...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 information about our services and the teams, our shopping list and some case studies. 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**.

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!



...because every day is precious

Example Ambassador Briefing Form

A briefing form should be sent to you in the 7-10 days leading up to the event.

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

Parking	
Dress code	
Relationship with PTHC	
What they've done recently	
Emergency contact number of Fundraising team member	
What they're expecting of you	

Any equipment to take/ pick up/money to collect	
--	--

Recent PTHC updates/news	
---------------------------------	--

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 1850s. In 1894 the Trimmer family built a two storey cottage hospital in East Street at a cost of £15,000, but by the 1930s 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 Trimmers 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 Memorial Hospice opened in the former Trimmers Cottage Hospital building.

Phyllis Tuckwell Hospice (PTH) 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 were salaried – everybody else was a volunteer. Over 40 years later we have to employ people in many different roles to fulfil our commitments to run a modern hospice/charity; but most importantly we still have many volunteers, around 800, giving their time in so many different ways!

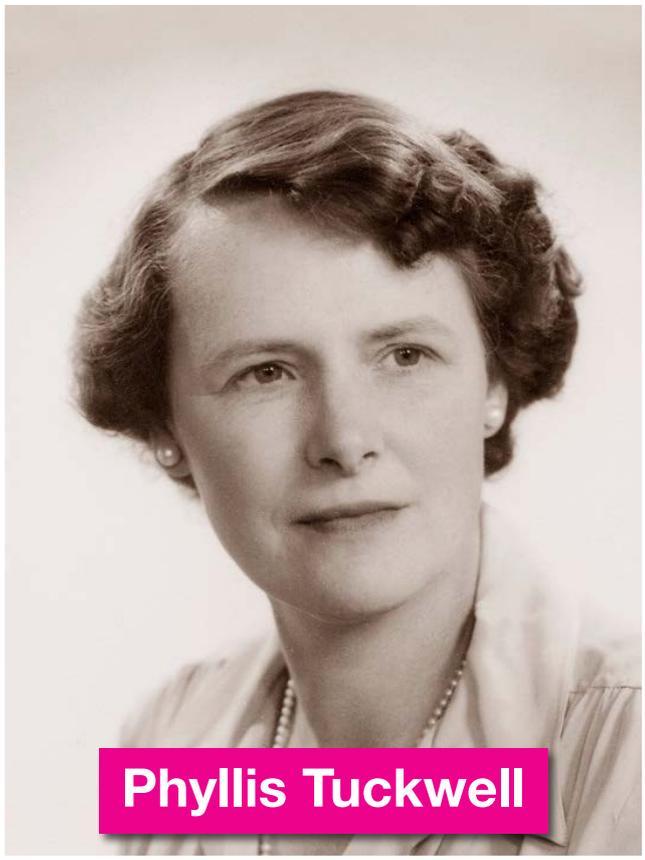
In February 2019 Phyllis Tuckwell celebrated its 40th Anniversary!

...to Phyllis Tuckwell Hospice Care

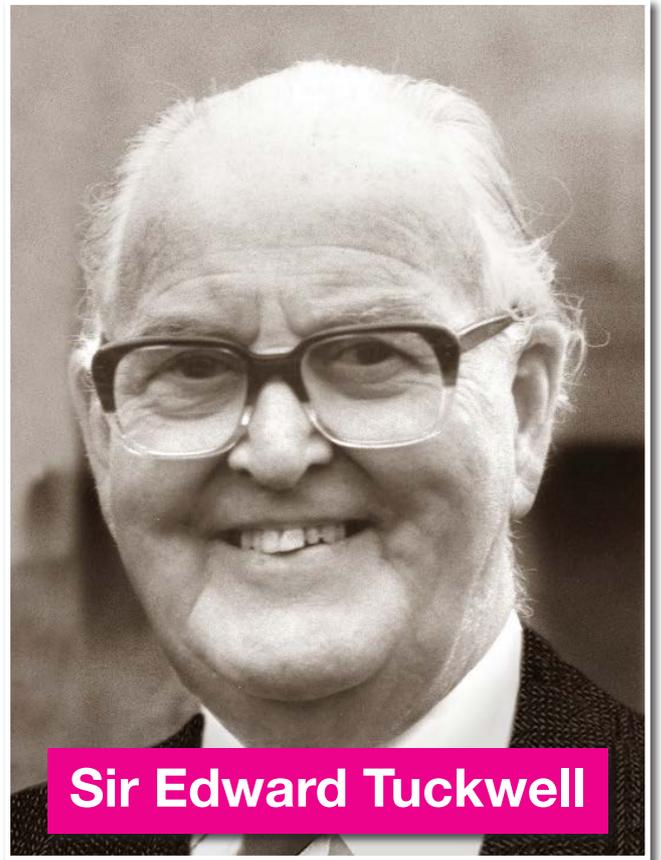
An exciting development to have taken place was the transfer of Guildford's Beacon Service to Phyllis Tuckwell in 2015. Patients and relatives across West Surrey and North East Hampshire now have one combined service for supportive and end of life care, whether at the Hospice, at the Beacon Centre, or in their own homes. This transfer enabled 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.

At that time 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



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 physical, emotional, spiritual and practical 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 multi-disciplinary team of highly-trained professionals – Specialist Palliative Consultants and Doctors, Nursing team (Registered Nurses and Health Care Assistants), Social Workers, Benefits & Entitlements Advisors, Pastoral Care team, 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

As people are living longer, with more complex issues, the last phase of life now often involves adapting to living with deteriorating, fluctuating or poorer health, and a lower quality of life. So we are increasingly not just about end of life, we're about the rest of life too. Living well is about affirming life, whilst preparing for poorer health and death.

This approach, delivered by our full multi-disciplinary team, aims to **promote physical, emotional, social and spiritual wellbeing, enabling people to feel more in control, make choices about their current and future care, and to develop coping strategies.** It is about what matters to the person - finding ways to reduce pain and anxiety, for example, helping them to continue with normal activities, or maintain independence and, ultimately, working towards each individual's goals, supporting the development of the skills, knowledge and confidence they need to live as fully as possible.

We provide a relaxed and friendly environment for patients, their carers and families at the Beacon Centre and Dove Lounge at the Hospice. Both are light and airy, with large windows and wheelchair accessible doors opening out onto the gardens and patios. This brings the outside inside for our patients and their carers, enabling access to the gardens which provide therapeutic and rehabilitative benefits.

Therapy rooms at both sites enable access to equipment that can be used for exercise and to maintain independent living.



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, about 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 nursing 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 Healthcare 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.

Home Support (HS)

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, **HS 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 Healthcare 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 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 the PTHC Pastoral Care team, Day Hospice is an important facility for patients.

In 2015 this room became the Dove Lounge! 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 purchased. 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 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 Care at Home locality community teams, and comprises a Day Room and outpatient consultation rooms.

The Beacon Centre is open Monday to Friday, 9am - 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

 **01252 729446**

Our Multi-Disciplinary Team



All three core services are staffed by our multi-disciplinary team – Specialist Palliative Consultants and Doctors, Nursing team of Registered Nurses and Health Care Assistants, Social Workers, Benefits & Entitlements Advisors, Pastoral Care team, 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 (CNSs)

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 Health Care 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.

Therapists

Physiotherapy

The physiotherapy service at Phyllis Tuckwell is provided for the patients at the Hospice (In-Patient Unit 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 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, Reiki, Acupressure and Biolaser, Lymphatic Drainage Massage, Hypnotherapy, Hypno Massage, Hydrotherm Massage, Hopi Ear Candling, Arts Counselling and Meditation & 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 Pastoral Care.

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 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 give 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.

Pastoral Care

Our Chaplains Revd. Dr Jill Thornton and Revd. Sue Lattey are assisted by a team of volunteers. All are trained to have open discussions about spirituality which may include reference to faith 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 healthcare 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 healthcare professionals to continually improve their knowledge and skills.

Training Courses

Training courses for qualified healthcare professionals - whether they work in a care home, are a community nurse, GP or allied healthcare 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
- Subcutaneous 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.



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 Foxtan, the team is sub-divided into five smaller teams which each work on a different aspect of fundraising.



Community 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.



Phyllis Tuckwell Led Events

Our Events team run the events which we organise ourselves, such as Dash of Colour, skydives and abseils. This team consists of Laura Moody (Manager) and Fiona Chapman.



Individual Giving

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 and Hannah Robins. Below are some of the ways this team raise money:

- **Appeals** - such as Light up a Life and our Christmas Appeal.
- **Raffles** - such as our Annual Draws.
- **Legacies** - for example our Make a Will campaign.
- **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 also accept Direct Debits as a way of donating.

About Our Income Generation Team 2



Retail

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

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 shops page for more details).

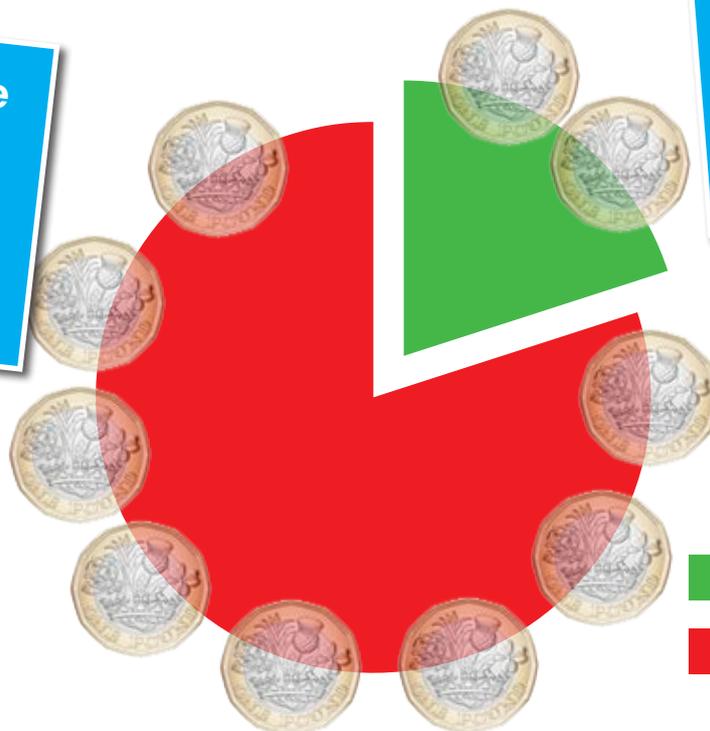


Corporate Partnerships

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.

We only receive
20% of our funding
from the NHS/
Government

We have to raise
over £20,000
every day
to provide all
of our services
free of charge
to patients
and families.



 Paid for by the NHS/Government
 Money we have to raise!

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 provide 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 an IPU Nurse for one day who cares for up to five patients.

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

£502 could provide our Home Support service 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 **£11.5 million** is needed to provide all our services for one year!



Key Facts & Figures

- **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 20% 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 3s 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. Keep to your time

Keep an eye on how long your talk is meant to be and how long you have left.

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.**
- 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 your talk with the question – **When you think of the word 'Hospice' – what is the first word that comes to mind?** 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, social 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 physical, emotional, social 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 and other animal visits**

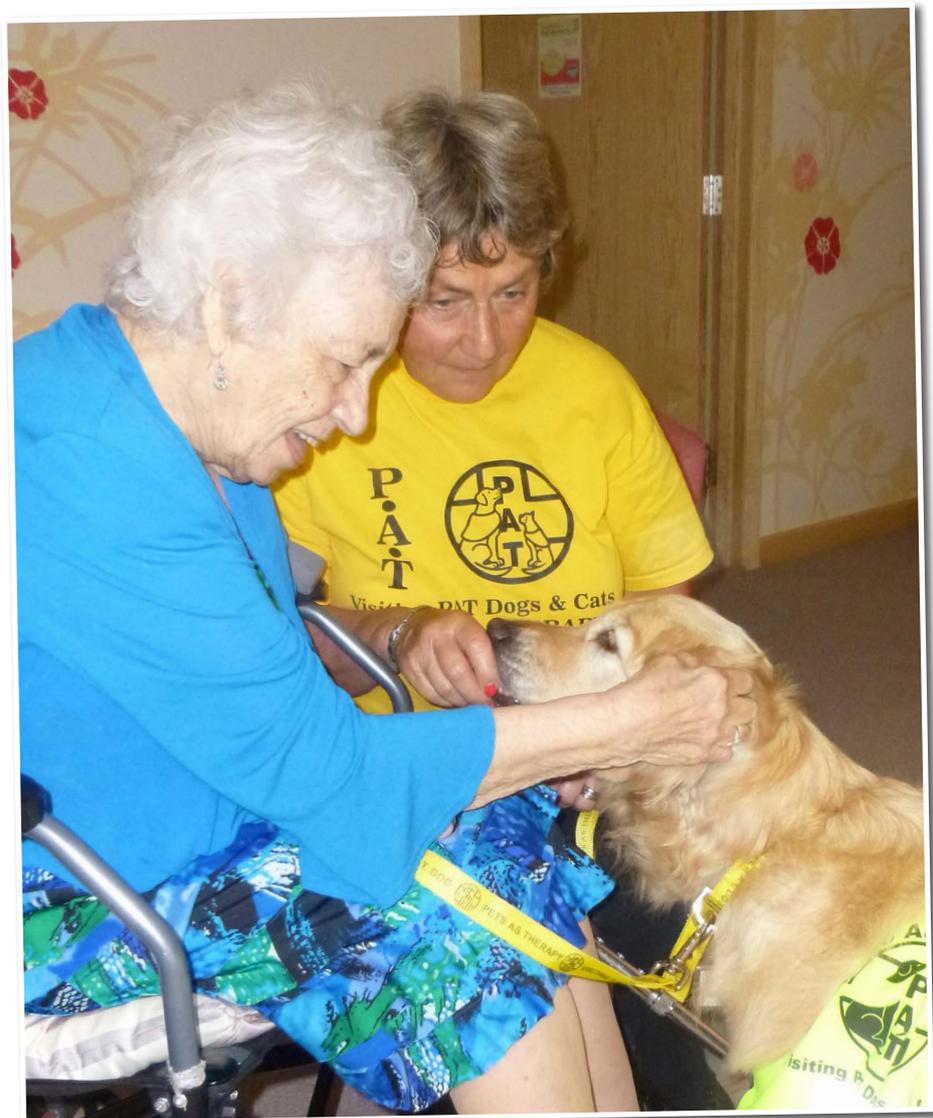
We have regular animal visitors who come to the Hospice to see the patients, this can often lift a patient's spirits. Relatives are also welcome to bring their own pets when visiting a loved one.

- **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
Palliative Care

History of Phyllis Tuckwell Hospice Care

What we do

Our catchment area

Phyllis Tuckwell and Co.

Key areas of our care

Living Well services

Care at Home

In-Patient Unit (IPU)

Fundraising

Different ways we raise money

- **Phyllis Tuckwell Led Events**

Christmas parties with Best Parties Ever, Santa Fun Runs and Dash of Colour. Challenge events such as skydives, wing walks and abseils.

- **Community Fundraising**

In aid of e.g. coffee mornings, golf days, concerts, fashion shows - including large scale events such as Music in the Park by Farnborough Rotary, the annual Phyllis Tuckwell Classic Motor Show, and successful Reindeer Runs. Challenge events such as trekking the Great Wall of China or climbing Mount Kilimanjaro

- **Retail & Recycling**

Donations of unwanted clothes, toys, books and furniture are welcome. We recycle mobile phones, stamps, coins, bras, printer cartridges, aluminium and textiles/rags.

Close: Our philosophy

Questions:  fundraising@pth.org.uk

 **01252 729446**



PTHC Shop Details

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

Aldershot Shop

9 Union Street
Aldershot
Hants
GU11 1EG

Tel: 01252 332300

Email: aldershot@pth.org.uk

Hindhead Shop

1 Bankside
Beacon Hill
Hindhead
Surrey GU26 6NR

Tel: 01428 608238

Email: beaconhill@pth.org.uk

Cranleigh Shop

88 High Street
Cranleigh
Surrey
GU6 8AH

Tel: 01483 272780

Email: cranleigh@pth.org.uk

Farncombe Shop

9A Farncombe Street
Farncombe
Surrey
GU7 3LN

Tel: 01483 385228

Email: farncombe@pth.org.uk

Fleet Shop

279 Fleet Road
Fleet
Hants
GU51 3BZ

Tel: 01252 624724

Email: fleet@pth.org.uk

Ash Shop

163 Ash Hill Road
Ash
Aldershot
Hants GU12 5DW

Tel: 01252 330416

Email: ash@pth.org.uk

Farnborough Shop

52 Kingsmead
Farnborough
Hants
GU14 7SL

Tel: 01252 372232

Email: farnborough@pth.org.uk

Farnham Shop

57a Downing Street
Farnham
Surrey
GU9 7PN

Tel: 01252 726128

Email: farnham@pth.org.uk

Godalming Shop

114 High Street
Godalming
Surrey
GU7 1DW

Tel: 01483 415361

Email: godalming@pth.org.uk

Grayshott Shop

3 Beacon View Parade
Headley Road
Grayshott
Surrey
GU26 6LD

Tel: 01428 609506

Email: grayshott@pth.org.uk

Guildford Shop

61 Quarry Street
Guildford
Surrey
GU1 3UA

Tel: 01483 385203

Email: guildford2@pth.org.uk

Frimley Furniture and Home Store

13 The Parade
Frimley High Street
Frimley
Surrey
GU16 7HY

Tel: 01276 785608

Email: frimley@pth.org.uk

Farnham Furniture & Donation Centre

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

Email: showroom@pth.org.uk

(furniture collect and customer enquiries)

Tel: 01252 710679

Email: donationcentre@pth.org.uk

Guildford Furniture and Home Store

231 High Street
Guildford
Surrey
GU1 3BJ

Email: guildfordhs@pth.org.uk

Guildford Shop

6 Phoenix Court
Guildford
Surrey
GU1 3EG

Tel: 01483 532123

Email: guildford@pth.org.uk

Haslemere Shop

98 Weyhill
Haslemere
Surrey
GU27 1HS

Tel: 01428 644470

Email: haslemere@pth.org.uk

College Town Shop

400c Yorktown Road
College Town
Sandhurst
Berkshire
GU47 0PR

Tel: 01276 785379

Email: collegetown@pth.org.uk

Camberley Shop

5/7 Obelisk Way
Camberley
Surrey
GU15 3SD

Tel: 01276 64600

Email: camberley@pth.org.uk

Resources and Equipment Available

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

Contact:  fundraising@pth.org.uk

 01252 729446

- Collection tins and buckets
- Gift aid envelopes
- Hospice Care leaflets
- Balloons
- Pull up banners (85cm x 200cm) – various - see below.
- 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 money 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 www.pth.org.uk

Join us on facebook or follow us on twitter @PTHospice
Phyllis Tuckwell Hospice Care is a registered charity. Registered in Surrey, England.
FR FUNDRAISING REGULATORY BOARD



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
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FR FUNDRAISING REGULATORY BOARD



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 www.pth.org.uk

Join us on facebook or follow us on twitter @PTHospice
Phyllis Tuckwell Hospice Care is a registered charity. Registered in Surrey, England.
FR FUNDRAISING REGULATORY BOARD

Peter's Story

The Beacon Centre, our exercise classes and our Coping and Resilience course.

I was referred to the Beacon Centre in Guildford both when I was originally diagnosed with cancer in 2014, and then again in 2017.

*Because I was getting a lot of nerve issues and muscle wastage, I was invited to join a physiotherapy exercise class. **The exercise routines were perfect for what I needed, and it also got me out of the house.** It was a very friendly group and I would look forward to seeing them each week.*

As I progressed through my treatment and the side effects it brought with it, the need for counselling support arose. I was offered a series of one-to-one counselling sessions at the Hospice in Farnham, and at the same time my wife was offered counselling too.

*Cancer is really tough on the carer. When I first had cancer, in 2014, I really struggled with my treatment. I just wanted to be left alone, but of course my wife wanted to help. We got through it, but it wasn't great. So when the cancer came back, that experience meant that we recognised those early symptoms of stress and angst returning, and so very early on were able to request counselling for both of us. My wife saw a different counsellor to the one I was seeing, and very quickly they were able to put strategies in place for her, that linked in with the strategies that I was given, and **because of that we were able to maintain our friendship.***

I had counselling for quite an extended period, and then an opportunity arose to join a Coping and Resilience group.

The course follows a group structure and each week they would focus on one element of coping and resilience, and it was very interactive - we were challenged with questions, we asked our own questions, and we worked together.

Going through cancer and its treatment is a very lonely and difficult place to be. You need strategies for managing both the emotional and the physical side, and that's part of what the



*Coping and Resilience course gave me. It taught me strategies for how to deal with the emotional side of managing and coping with my illness, but equally important was relating to the other people on the course. Sometimes you think that you're the only individual person who has your condition and ailments and side effects and so on, and suddenly **you meet other people and they have an understanding of exactly what you're going through because they're going through it too.***

*The course has finished now, but it was life-changing. **I still practice some of the strategies and elements that we reviewed each session.***

*They also helped me to understand why other people react in the ways that they do, both immediate family and friends. **There was always something, at every single session, there was always something that I got out of it.***

At Phyllis Tuckwell, they have so much expertise, so when I start to say how I'm feeling, they're able to have an appreciation of that and say 'this is why you feel that way and this is what you need to do'.

I'm much more content with my lot in life. I spend more time considering where I am today and how I want to lead my life.

***Phyllis Tuckwell has changed my life.** I would have got through the cancer treatment, but not in a great emotional state. Phyllis Tuckwell gave me a perspective on where I was at and enabled me to accept what I was going through, and for that I'm forever grateful.*

Gillian's Story

How our Living Well service can help our patients.

"I've always known about Phyllis Tuckwell because I was a nurse," says Gillian, who has Parkinson's disease.

"I knew it supported people with cancer, and thought it was really nice that cancer patients had this opportunity to be looked after and offered therapies and things - but I didn't realise that it was also there for people with Parkinson's and other illnesses. So when the Parkinson's nurse asked me if I'd like to be referred to Phyllis Tuckwell, I was delighted."

"I started nursing in 1954 and ended up working at Frimley Park Hospital, then for my GP, and then when I retired I started doing voluntary work."

"I've had a lot of support from Phyllis Tuckwell since I was referred. I've been to a physiotherapy exercise group, and I've also been to some relaxation sessions, which were lovely."

Gillian has also attended our 'Therapies through Nature' sessions, where patients take part in table-top gardening sessions, creating flower baskets, potpourri or planters, for example, which can be taken home or given as a gift.

"The Therapies through Nature sessions, they were something! I made a sand garden and an orchid garden, and I did some flower arranging. It was brilliant! I'd never done any of it before. I've had massages too, I've had my neck massaged and my hands, and I had my hair done by the volunteer hairdresser who comes in. People think you have to pay for all the treatments, they don't realise it's all free!"

The sessions which Gillian has attended are all offered through our Living Well service. Living Well is designed to help patients who are living with an advanced or terminal illness, and those closest to them, to manage the impact of their illness, cope with changes and improve wellbeing. Support is tailored to each individual's needs, and may include helping patients to remain as mobile as possible, and develop coping strategies to help manage their illness.



As well as attending these Living Well groups, Gillian also comes to Day Hospice sessions once a week.

"Ah, the food, now that's something!" says Gillian. "5-star hotel treatment! You look forward to it. And meeting people is also beneficial. I'm a person who likes listening to other people's stories; if you're a nurse that's the way you are. And there's a dog that comes round, a PAT (Pets as Therapy) dog, and we can pet it. The Hospice has such a beautiful garden too. My daughter was able to wheel me round it, and I also walked round it too."

"I've had to make a decision about going into a care home," she explains, "and the Phyllis Tuckwell staff and volunteers have been marvellous. They let you talk about things and you know it doesn't go anywhere else. They listened while I talked about care homes, and I was able to talk it out and work out what I wanted to do. And now I've chosen a care home. They didn't make my decision for me, they just explained all the ways I could be supported. Having that support from Phyllis Tuckwell has given me confidence in myself and made it easier to make decisions."

"My daughter had been supported too," Gillian continues. "They were there for her if she wanted to ask anything. They'll direct you to somebody that might help you."

"People are frightened about the word 'hospice', they think 'dying'," says Gillian. "But they mustn't be frightened. Phyllis Tuckwell gives you confidence and support and help. They've been so good to me. It's a fantastic service."

Beatrice and Sue's Story

Receiving care from our Hospice Care at Home team.

Sue nursed her mum Beatrice for five years when things finally got too much for her and she needed help.

"Once she had become bed-bound it was very difficult to care for her on my own."

Sue phoned her mum's doctor, who came out to see her. *"She said it was time for us to get some help,"* says Sue. **"Within a day the PTHC nurses turned up, from then on they were our angels."**

Beatrice was cared for by our Hospice Care at Home (HCAH) nurses, who visit patients who have chosen to remain at home in the last weeks of their life.

"Mum always wanted to stay at home," says Sue. *"She would hold my hand and say 'I don't want to go anywhere'. So I promised her that I would look after her at home. **The nurses did everything they could to make sure she could stay there.** I was able to keep my promise."*

*"When they first arrived I was very defensive, but **they couldn't have done enough to reassure me.** One of the nurses spent a few hours with me, telling me what to expect."*

"When they came, there was no rush, there was no time limit. They used to love coming to see her; even in her condition she could still make them laugh. There was a nurse called Pat and she always had cold hands, and my mum would say to her 'You've got cold hands!', and Pat would call out to me 'Sue, I'm getting told off again!' When the door went in the morning, we used to say 'our angels are here', and I do feel strongly that's what they were. **I knew the care that they were going to give to my mum was going to be second to none. They treated her like one of their own. They took all my concerns away.**"

*"Before they started coming I used to get a heavy feeling in my chest every time I came to nurse my mum, because I wanted her to get better but I knew I couldn't get her better. But one morning I drove to Mum's house and for the first time in a long time I didn't have that heavy feeling in my chest. **I knew it was because I'd made the right***



decision and the right people were looking after her. I always thought I could cope on my own but, as soon as the nurses started visiting, I realised I couldn't do it without this extra help."

"In the mornings, I would give Mum her medication before the nurses arrived," explains Sue. **"We worked together. It made me feel that I was still helping her; it made me feel important."**

"On the morning that Mum died, the nurses came as usual," says Sue. **"I remember hearing them laughing with her. I used to hear that a lot.** That morning they nursed her and cleaned her, and then they went. Within two hours of them going, she had died. So I phoned the team and they took charge of everything. They sent the nurses back, and they stayed with me for quite a long time. **They sorted Mum out and I felt like I was the only one that was important to them at the time. That was a huge comfort to me.**"

*"I don't know where to begin to thank Phyllis Tuckwell. The biggest message I have is to not be frightened about Hospice Care. Nobody's going to take anything away from you, nobody's going to say they're in charge - **they're just going to help you through a very difficult situation and be there for you.** As much as they were there for my mum, they were also there for me. **They were there to make my mum's life better for the short period of time she had left, but they made sure that they focussed on me too. They're there for you, they know what you're going through.**"*

Rick's Story

Care at Home and on our In-Patient Unit.

When Rick was diagnosed with stomach cancer, his wife Jo was caring for him full time.

He was experiencing severe pain and nausea which meant that he was repeatedly admitted to hospital. One of the Clinical Nurse Specialists (CNSs) at the hospital arranged for Rick and his family to see Teresa, a CNS at Phyllis Tuckwell.

Teresa visited Rick and his family at home, and made an appointment for him to see Dr Beata, one of PTHC's Specialist Palliative Care Consultants, who works as part of our Care at Home team. She and the team visit patients in their own homes, so that they don't have to travel to receive medical advice and treatment. This was very important to Rick, as at that time Jo was frequently driving him to and from hospital, as well as caring for him and looking after their two children, Jade and Jack. Now under the care of Phyllis Tuckwell, Teresa and Dr Beata began to visit Rick regularly at home.

"That was the turn-around, when the doctors and nurses started coming to see me at home," says Rick. *"It was brilliant. I had thought, this is it, I'm in hospital. But no, I've been able to go back home. They've been marvellous."*

Teresa also referred Rick to Phyllis Tuckwell's Complementary Therapists, for massages and other treatments to ease his pain and nausea, and also to their Patient & Family Support team, whose Benefits & Entitlements Advisors helped him and Jo apply for sickness and carer benefits.

Although Rick now no longer needed to travel to and from hospital regularly, he was still very ill, and had some very bad days.

"Last week, when Teresa came to see me, I was having a really low day," he says. *"I couldn't even get out of bed. I was the most emotional I've ever been in my life. Teresa asked if I'd like to go and stay at the Hospice and I said yes, but the next day I was feeling a lot better. Then I got the phone call saying there's an ambulance coming and you can stay for a week in the Hospice, but because*



*I felt a lot better I said no, actually I'm not going. But then as I said it I heard my daughter call down, and my son and my wife all say 'yes, you are!' So that was it, I had my marching orders! I had no idea what to expect when I got here. **I was comparing it to a hospital, but it's nothing like that.** When the nurses and doctors come to see you, you have about an hour's one-to-one chat with them. **They've got so much time for you - they really get to know you and find out about you.** And when you have a bad day, they get straight on top of it. **You're their priority, you're not in a line waiting for them to get to you.** When we got the phone call that the ambulance was on the way, I really didn't want to come. But I'm so happy I did. They've been great."*

Melissa, Rick's sister, nods. **"Rick's perked up loads since he's been in here.** He feels safe. If he needs somebody, he can ring the bell and they're literally through the door straight away."

"They come through the door before I need them, sometimes!" Rick smiles. *"I do feel safe though, and the staff are responsible for that. At home you can get a bit scared. My wife can administer the drugs, but it's unfair on her because she's not a nurse or a doctor, and sometimes I need more."*

"The one thing that Rick was assured when he was diagnosed was that they'd keep his pain under control," says Melissa, *"and they've really done that."*

"That was my biggest worry," agrees Rick. *"I'm not scared of going, but I don't want it to be a painful finish, I don't want to be going suffering. I'd rather go comfortably, with my family around me - and I can see that here. **You're looked after, you're cared for.** When they said you're going to the Hospice for a week, my stomach turned and I thought really? But that week's nearly up and*

I don't want to leave." He gestures around the room. *"Look at what I've got, I mean hotel rooms aren't as glamorous are they?"*

"You won't get rid of him!" laughs Melissa. *"It really has been great though. One of the ladies was here yesterday massaging Rick's feet. **At the weekend we sat in the lounge and watched TV together, and that was really nice.**"*

"I've never had a massage before," says Rick, *"and it's heaven, it really is. There's no restriction on visiting times either,"* he continues. **"People can come and stay whenever they want. They've even told me they'll make beds up and let family come over."** My son Jack has just started his mock exams this week. It's a critical time for him and I don't want what I'm going through to affect his results. Phyllis Tuckwell have been kind enough to say they'll make a bed up here, and he can stay and revise overnight, they'll give him dinner and some breakfast, and he can make his way to school the next day."

"It's lifted a weight off Jo's shoulders as well," Melissa says. **"It's given her time to be Rick's wife,** and to sit and massage his feet, and tickle his back, and have a cuddle, and be a mum and go home and walk the dog – all the things she's not been able to do as much because she's been literally sat there watching Rick. She can read him like a book. He only has to move in a certain way and she says 'do you want me to get such and such?' She knows him inside out."

"We've been together 28 years," says Rick. *"We met at school. A lot of people haven't got 28 years of history to talk about and to hold on to. I take all the positives and make as much in my head positive as possible. Jo's absolutely fantastic. She goes above and beyond every day."*

"They've said that Jo and I can get counselling here if we want it, and the kids can too," says Melissa.

"I was seeing a counsellor," says Rick, *"but I've decided I would be better suited to a group environment with other people who have cancer, so I can get some understanding, because before I got it I didn't know a lot about it. But I've opted to see Teresa, because there's nothing she doesn't know about it. I can ask her anything, write down my questions for when I next see her and she answers them all, and so for me that is a form of therapy. **I'm getting all the help I need, definitely, and it's thanks to people I didn't even know existed.**"*

"I didn't even know this place was here," agrees Melissa. *"I'd heard of Phyllis Tuckwell and I knew the Hospice was in Farnham, but I didn't know where or anything about it really."*

"One of my good friends, his stepdad was in here," says Rick, *"so when he found out I was coming in he said 'you're in good hands now' - and he's right. The nurses are fantastic; and the housekeeper manages to do the room when I'm asleep, I just wake up and everything's clean! **Everybody's so kind, even down to the tea lady!"***

Melissa nods. *"One of the guys who helps with the teas, he came in the other night when we were sat here and gave Jo a cup of tea - he held it out to her with both hands and looked her in the eye and just smiled at her, and I nearly jumped up and hugged him - it literally made me cry. **It's the care they show, all of them.** And that's what made me think I really wish I could give something back. So I started on the fundraising idea. I had no idea it was going to take off like this though!"*

Melissa's idea is based around her forthcoming birthday. *"It'll be my 40th on Christmas day,"* she explains. *"Rick and Jo and the kids are coming round, and my dad, and our sister Lorraine and her children - and my other half has volunteered to cook dinner for everybody. Usually every Christmas morning we meet up with friends and family at the local pub. Everyone usually buys me a drink, which I can't always drink because it's Christmas morning! But it's not far off £10 for a glass of wine these days, so I thought that if everybody who wanted to buy me a drink could put £10 in the pot for Phyllis Tuckwell instead, then that would be great. I set up a donation page on Saturday evening and was aiming for £200, but within about four minutes it was already on £400 and it just kept going up and up - it's now at just over £10,000! It's been absolutely amazing, and at Christmas too, when everybody's spending a lot of money on presents. It's so heart-warming."*

"I'm quite glad it's going towards Phyllis Tuckwell," laughs Rick, *"cos £10,000 worth of alcohol would be a bit too much to take!"*

"We're completely overwhelmed," says Melissa. *"Thank you everybody - we just can't believe it! We're absolutely over the moon. **It can't change what's happening, but it can make people comfortable like my brother is now, so it really means a lot.**"*

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

 01252 729446

 leanne.magee@pth.org.uk

Sam West

Community Fundraiser

 01252 729446

 sam.west@pth.org.uk

 Website: www.pth.org.uk

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

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



Thank you



for being an ambassador!

For further information visit www.pth.org.uk

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

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