

# Open House

## where is Phyllis Tuckwell Hospice?

The Hospice is situated in South Farnham, at the junction of Waverley Lane and Menin Way. Parking is limited within the Hospice grounds but is available on adjacent roads.

## where is the Beacon Centre?

The Beacon Centre is situated in the grounds of the Royal Surrey County Hospital in Guildford.

## what is Phyllis Tuckwell Hospice Care?

Phyllis Tuckwell Hospice Care is a local charity which cares for and supports patients and families living with an advanced or terminal illness. We support over 250 patients, relatives and carers every day, across the whole of West Surrey and part of North East Hampshire.

## how can I support Phyllis Tuckwell?

There are lots of ways:

- Making a one off donation, or setting up a direct debit or standing order to give regularly.
- Buying from or donating items to one of our charity shops.
- Organising or participating in a fundraising event.
- Volunteering.

## do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.

## if you have any questions:

**Rachel Copes**

Living Well Sister

01252 729411

[rachel.copes@pth.org.uk](mailto:rachel.copes@pth.org.uk)

**Large print version  
available on request.**

Phyllis Tuckwell Hospice Care

Waverley Lane, Farnham  
Surrey GU9 8BL  
Tel: 01252 729400

The Beacon Centre,  
Gill Avenue, Guildford,  
Surrey GU2 7WW  
Tel: 01252 913053 - Clinical team  
01252 913033 - Administration

Phyllis Tuckwell Memorial Hospice Ltd.  
Registered Number 1063033. Registered Charity Number 264501.

Email: [mail@pth.org.uk](mailto:mail@pth.org.uk)  
[www.pth.org.uk](http://www.pth.org.uk)



Linda - Nursing

February 2020



## What is Open House?

*Our Open House sessions are part of our Living Well services, which are designed to help you and those closest to you to manage the impact of your illness, cope with changes, improve your wellbeing and remain as independent as possible – so that you can get the most out of life.*

At our Open House we welcome any visitor who wishes to find out more about how Phyllis Tuckwell Hospice Care supports patients, relatives and carers living with an advanced or terminal illness, such as cancer.

It gives them the opportunity to experience the relaxed and positive atmosphere of our Hospice and Beacon Centre as well as learning more about our Hospice Care as a whole.

Open House also provides an important link for patients who may have been discharged from Phyllis Tuckwell but want to keep in touch.



## where and when does Open House take place?

Open House is held in our Dove Lounge at the Hospice between **2pm and 4pm every Tuesday** afternoon, where visitors will also be able to sample our Day Hospice session and access our beautiful gardens. It is also held at the Beacon Centre **every Friday from 10am - 12pm**. These sessions are open to anyone who would like to find out more about Hospice Care, and offer help and advice on a range of subjects, including dietary issues, Advance Care Plans, legal issues and planning a funeral.

## what should I expect from my visit?

- A warm welcome and refreshments.
- Time to talk. All conversations with our volunteers and staff are handled with sensitivity and in confidence.
- Advice and support from a trained nurse if needed.
- Access to information relevant to your situation.
- A tour around the Hospice or Beacon Centre if you would like.

## what information is available?

You will be given a folder with lots of information about the different services and therapies offered at the Hospice and Beacon Centre.

Additional leaflets and booklets about coping with an advanced or terminal illness, facing death and bereavement are also available.

## will I be able to access therapies on the day?

Unfortunately there is no immediate access to physiotherapy, complementary therapies, medical support or counselling. However some volunteers may be available to offer a hand or foot massage.

## what support is available if I need it after my visit?

If our nurse thinks that follow-up support is required she will suggest that you speak to your GP, hospital consultant or nurse specialist.

They can then refer you to Phyllis Tuckwell Hospice Care.

So that we have a brief record of your visit, we will ask you to fill in a postcard with basic contact information, including the name of your GP.

## is Phyllis Tuckwell able to provide volunteer transport to get to Open House?

No, but we can direct you to other volunteer organisations who might be able to help.