

2021

Autumn

Connections



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



Life through the Pandemic.
Patient stories.
Fundraising & Shops.

Welcome

A warm welcome to you, from all of us here at Phyllis Tuckwell.

The last year has been a year like no other, and we have all had to adapt in ways which we could never have imagined. With Coronavirus here to stay, we begin our slow return to a new normality, working within a framework which takes into account the increased infection control measures which are now part of our everyday lives.

The pandemic has taught us much about ourselves, and has made us challenge some of the ways in which we were working. By adapting to the changes we have had to make, we have found that some of these new practises have benefitted our patients and staff, and made our working lives more efficient. **Increasing phone and video calls to patients has enabled us to keep in touch more efficiently with those who need our support, and virtual therapy sessions have provided an important social connection for patients and carers unable to travel to the Hospice or Beacon Centre.** Remote working has improved work-life balance for our staff, and changes in the way we work at the Hospice have helped us to see how we could improve our use of the building in the future. You can read more about these changes and how we will integrate them into our working lives, on pages 4-7.

Throughout the pandemic, we have endeavoured to ensure that the care we provide for our patients and their families has remained as personalised, comprehensive and compassionate as it has always been. Despite social distancing measures, increased remote contact and full PPE, we have strived to maintain the same level of holistic care that we provided before the pandemic, and indeed support our patients and their families even more, through



this difficult time. You can read about how we have provided that care on pages 8 and 10, where Sue and Sarah tell their stories, and on page 9 you can hear from our Inpatient Services Manager, Jackie Spendlowe, about providing care during the pandemic.

As well as finding new ways of working, we have also found new ways in which to fundraise, with the help of you, our wonderful community. From virtual marathons to socially distanced walks and everything in between, your creativity and support has really helped us to get through the challenges which the pandemic brought. Thank you all so much. You can read more about our Fundraising activities and events on pages 12-15, and find out the latest on our shops on pages 16-17, which are once again bursting with fantastic, quality second-hand items for you to browse through.

With the roll-out of the vaccine now having been extended to all UK adults, I do hope that life will get back to normal for us all, and that we can start to meet up face-to-face to enjoy happy times together once again.

With best wishes and many thanks for your continued support,

A handwritten signature in cursive script that reads "Sarah Church".

Sarah Church (Chief Executive)

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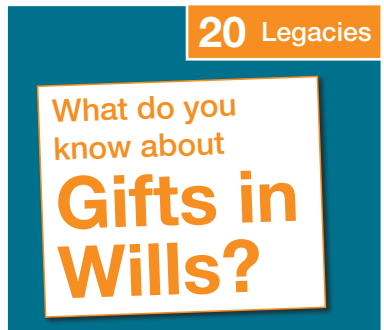
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A healthcare worker in full PPE (goggles, mask, apron, gloves) is shown holding a patient's hand. The worker is wearing blue scrubs, a clear face shield, a white surgical mask, a clear plastic apron, and blue nitrile gloves. The patient's hand is visible in the lower right corner. The background is a wooden wall.

Life through the Pandemic

The pandemic has affected everyone's lives in ways we could never have imagined. As restrictions relax, we reflect on the changes we made, and how some of these have become part of the new normal.

Between April 2020 and April 2021 - at the height of the pandemic - **we cared for over 3,000 people, 11% more than the previous year**, despite three national lockdowns and restrictions which made providing care much harder. Staff redeployed into different teams where the need was greatest, with some of our Living Well staff moving to our Community team or In-Patient Unit (IPU).

Non-clinical staff filled gaps on reception and in Housekeeping, and Therapists helped our Pastoral Care team. We provided support and training where needed, and were pleased to see individuals embracing the experience of working in different teams. **The necessity of having to work differently turned into an opportunity to learn and improve, without compromising the care to patients and their families.**

We cared for nearly as many patients on our IPU as we did in the previous year, but it was tough for staff, patients and families, with limited visiting. **Our team made daily phone calls to worried families with news about their loved ones, and we organised video calls between patients and their families.** Infection control was increased and remains stringent.

Our Care at Home team saw an increase of nearly 10% of people choosing to die at home instead of in hospital or at the Hospice. Although home visits were difficult due to Covid restrictions, it was important to maintain face-to-face contact, as many patients felt isolated and anxious. We rapidly adapted working practices, maintaining very high standards of infection control, and communicating sensitively despite wearing facemasks and visors. **We increased support for patients in their final days, and added a Registered Nurse and Health Care Assistant (HCA) to our planned overnight care service, when families can feel most alone.** This meant that we were able to provide 315 night visits in 2020/21, an increase of more than 200% from 2019/20. **We increased non face-to-face contact, such as phone and video calls, and will continue to provide this remote contact alongside home visits, as it enables us to support many more patients and families.**

Whilst Day Hospice remained closed, telephone support and virtual groups kept patients connected to staff and each other. **We piloted online therapy groups, such as Relaxation, which will continue alongside the face-to-face groups which are now resuming.**

Our Bereavement service evolved, with a post-bereavement welfare call, remote support groups, services of remembrance and increased online resources - one bereaved relative commented: ***"I would like to say how useful the page on your website about bereavement is. All the things I feel and have felt are there and it is so good to know that these feelings are 'normal'."***

We also provided clinical bereavement support sessions to 11 local care homes, helping staff there to cope with the challenges of caring during the pandemic.





Our comprehensive education programme ensured that our staff's palliative care skills were kept up-to-date throughout the pandemic, and we continued to offer external education to other local healthcare organisations' staff. Despite the challenges, **we increased the number of training sessions we provided by 65% compared with 2019/20, and all of the training provided was free of charge.** 73% of attendances were by Registered Nurses and HCAs working in Care Homes, and some of the key topics covered were breathlessness management, symptom management, assessment of pain, care in the last weeks of life, and care of patients with dementia. Training videos and resources were also made

available on our website, for health and social care colleagues to download, free-of-charge. At the start of the year, we quickly found ways for large numbers of people to work from home, and introduced social distancing for those remaining on-site. Our non-clinical teams moved from being entirely office-based, to being able to work from the Hospice, Beacon Centre or home. We found new ways to raise money through 'virtual' events, and moved a large proportion of our retail sales online, widening our retail audience. **We learned a great deal about how to use our physical spaces in a way that reduces the risk of infection, and this has helped us shape our understanding of what we want our working spaces to be like in the future.**



Our amazing team has shown resilience, resourcefulness and compassion throughout the pandemic, working through periods of huge uncertainty, learning how to use PPE, and adapting to new ways of caring - all whilst juggling changes to home life, including home schooling and increased caring responsibilities. With some working from home, some on furlough and others coming into the Hospice or Beacon Centre, it has been vital to stay connected, keep everyone up-to-date, and ensure that everyone feels safe. We were fortunate to secure early vaccines for patient-facing staff and volunteers, and then for all staff and volunteers coming into the Hospice, and have increased clinical supervision so that our Nurses, Health Care Assistants (HCAs) and Doctors can talk about their experiences.

As things begin to return to normal, we will learn from the changes we made through the pandemic, and retain new ways of working which have been beneficial for our staff, volunteers, patients and families.

We will continue to support our team, giving them the chance to rest and re-energise after a challenging year, recruiting new members to the team, and investing in skills and training. **We will focus on inclusion and make sure that we are accessible, flexible and meet the needs of everyone in our community.** We will also increase the efforts we put into supporting those who are not under our care, through training Care Home staff and other local HCPs.



We will invest in digital skills, creating an environment where our staff can continue to work remotely some of the time, and modernise our Hospice building to ensure that it is welcoming, and a pleasurable place to work. **We feel fortunate to have come through the pandemic stronger than ever, with a clear, refreshed vision for the future and a plan for moving forward.**



Sue's Story

Sue, a retired saddler, has been keeping sheep for over 35 years. *“I used to work at the local vets, in the large animal section,”* she says. *“When I left I really missed the animals, so I bought a few lambs and it went from there.”*

Sue was referred to Phyllis Tuckwell in November 2020, by one of the Nurses who was caring for her at Frimley Park Hospital. *“I have bone cancer,”* says Sue, *“and it was spreading everywhere. The pain was unbearable. My Breast Care Nurse suggested Phyllis Tuckwell, to see if they could control my pain.”*

Sue was admitted to the In-Patient Unit at our Hospice in Farnham.

“It all happened in about three days,” she says. *“They said can you come in now? – but I told them I had to sort out the animals first!”* Sue stayed at the Hospice for just under three weeks, while doctors there brought her pain under control.

“It was glorious in there,” she says. *“I couldn't fault them at all. They sorted the pain out and really looked after me. The Housekeeping staff would bring hot drinks,*

meals, crumpets, I didn't want for anything! I have a walk-in shower at home, but they've got a big bath there, which was fantastic! They would run it for me and I'd have a good soak. They all wore PPE because of Covid, but it didn't make any difference at all, the care they gave was still amazing. It felt reassuring being there. It's definitely where I want to go when the end comes.”

After her pain was brought under control, Sue was discharged from the Hospice and went home. *“They phone me about once a month to see how I'm doing, and the Community Nurses come out to visit me. The pain is much better. I'm pretty much able to lead a normal life again now. I still need to make sure I don't overdo things though. I'm very independent. I've been up the field already this morning and mucked out four sheep. Going up there to feed and look after the sheep is what keeps me going, really.”*

A Day in the Life of... an Inpatient Services Manager

We recently welcomed a new Manager to our IPU, after bidding farewell to Caroline Rogers who retired in May. Jackie Spendlowe, our new Inpatient Services Manager, previously worked on the Oncology and Haematology wards at Portsmouth Hospital, and at a Palliative Care Unit in Christchurch, and is enjoying settling into her new role here.

Working on the IPU is really varied – no two days are the same. I start every day by catching up with the night staff before they go home, and then join the morning handover, so I'm up-to-date with how our patients and their families are. After that I'll walk around the IPU to say hello to our patients and have a bit of a chat.

*I love working alongside our Nurses and Health Care Assistants; there's nothing I like more than helping with the hands-on care. I've always wanted to be a Nurse - from the age of three! **I'm keen to support my team and ensure they feel valued.** Staff always need their manager's support, but during Covid, when many people weren't able to see friends and family as much as usual, that support network was chipped away at, so the support people receive from their managers and work colleagues has become even more important.*

Covid has been hard on our patients and their families. The worst thing has been having to limit patients' visitors. Patients miss their families, and families so desperately want to see their loved ones. We have restrictions on the number of visitors and length of visits we can allow, and it's really sad that relatives can't stay overnight at the moment. We would



*usually have them here as much as they wanted to be. **Our staff are spending more time with each patient, to offer some of the emotional support that patients' families would usually provide, and our patients are really appreciative of that.** Things are improving though. Restrictions are easing, and we've been able to extend our visiting hours a bit. Staff are able to meet up with friends and family again too, so have been able to access that emotional support that we all need.*

I've settled in to life here really quickly. Everyone's made me feel so welcome. It's a great place to work – and it's lovely that I can see the garden from wherever I am on the IPU!

Peter's Story

“Phyllis Tuckwell helped us so much through such an awful time,” said Sarah, whose dad, Peter, was referred to us last summer.



Karen and Julia, two of our Clinical Nurse Specialists (CNSs) visited Peter and his wife, Lesley, to assess Peter's symptoms and tell them more about our services. *“They wore masks, aprons, gloves – full PPE – for each visit, but Mum and Dad didn't feel it made any difference,”* said Sarah. *“They were just grateful for the support.”* As Peter was experiencing nausea and pain, one of our Consultants also visited him, and gave him some new medication to try. *“That was definitely beneficial,”* said Sarah. *“He had month or two of more stability after that.”*

“Covid had changed things so much. Karen and Julia explained that if Dad wanted to spend his last days in the Hospice's In-Patient Unit, visiting would be restricted. They told Mum and Dad about their Hospice Care at Home service, and suggested that Dad might find it easier to stay at home for his last days. It would also be more comforting, because we could all be with him as much as we wanted. They explained all the options, very sensitively, and then gave Mum and Dad time to think things over and come to their own decision. Dad had presumed he would go to the Hospice, but after finding out about the other options, he changed his mind. He and Mum agreed they'd rather he stayed at home, and it was definitely the best decision.”

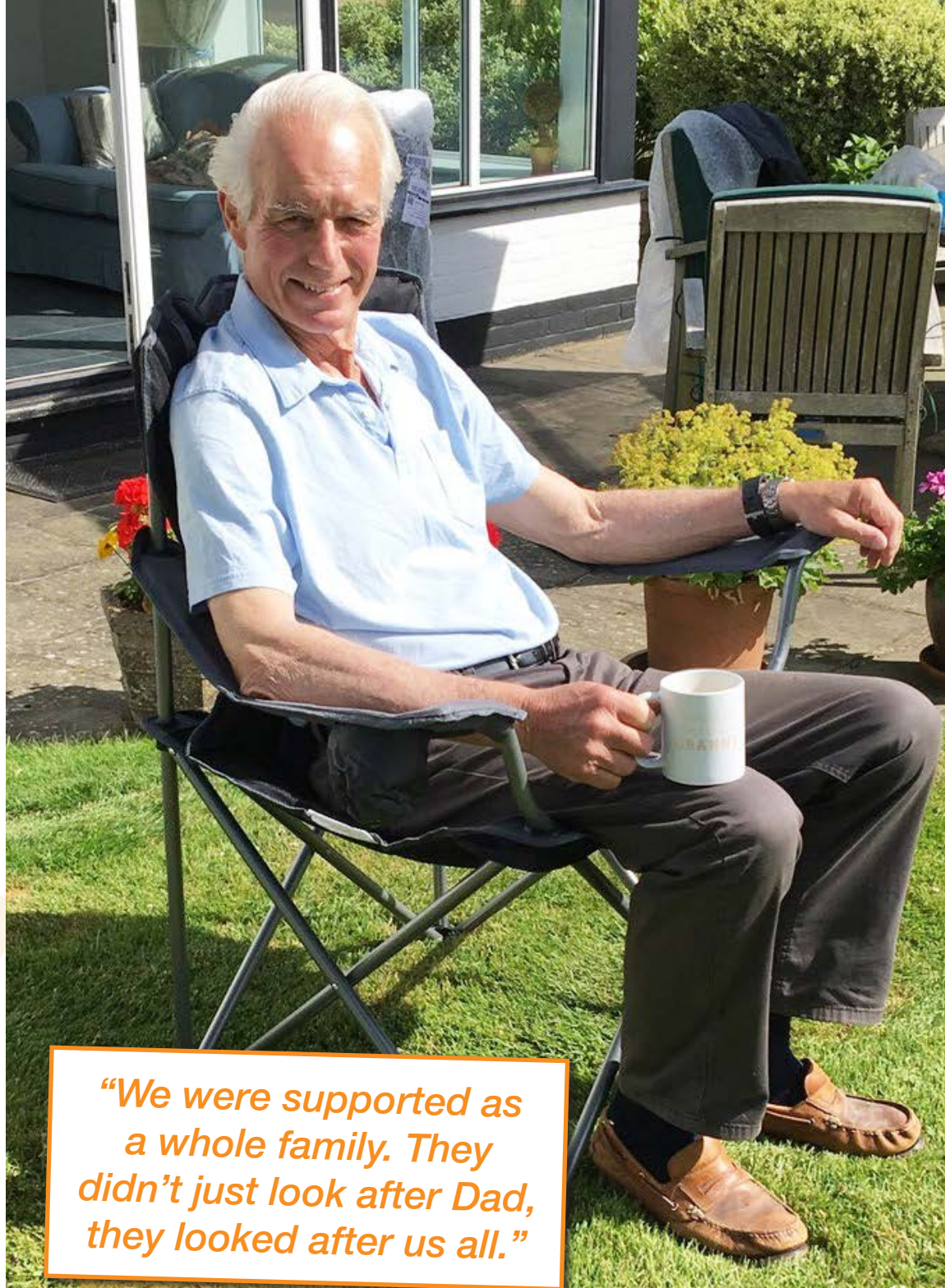
“Dad slowly started to become weaker and more tired, and his appetite decreased.

The CNSs were brilliant. They would ring once or twice a week, and we could ring them if we needed to. With their advice, Dad was able to increase his medication, which helped a lot. They referred him to the Hospice Care at Home team, who started visiting daily to help him with washing, position changing and nursing care. When he couldn't take his oral medication anymore, the District Nurses, HCAH team and CNSs sorted out a syringe driver for him to use. They also assessed him for a hospital bed, and when it arrived they helped him into it. The communication between Phyllis Tuckwell, the District Nurses and Dad's GP was amazing. In those last few weeks there were times when Dad needed someone to come out to see him, and we had to ring up to see if anyone could come, and someone always did, even in the middle of the night. The HCAH team and District Nurses would arrange it between themselves and just let us know who would be coming. It was like they were one big team.”

“We were supported as a whole family. They didn't just look after Dad, they looked after us all. Every time they rang, they would ask about Dad and how he was doing, but they would always ask how we were doing too. It was very individualised care and it was very much appreciated.”

“Dad died peacefully at home. Afterwards, Phyllis Tuckwell offered us counselling and bereavement support. We haven't needed it yet, but it's nice to know it's there if we do.”

“I feel humbled at how much effort they put into helping us, especially at a time when it was so difficult for them because of all the PPE they had to wear, the logistics of coming to visit Dad, their own staffing levels, and the extra cost of the PPE. Covid made everything so much harder, but they never expressed any difficulty or reluctance, they were so supportive, all the way through.”



“We were supported as a whole family. They didn’t just look after Dad, they looked after us all.”

Fundraising News

With Covid restrictions easing, we have been able to start organising more fundraising events again. It's been wonderful to be able to welcome our supporters back in person, and see so many of you helping to raise money for us. Thank you!

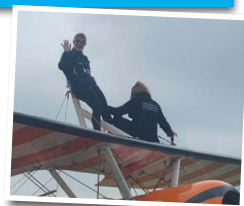
Walking for the Wards

After having to cancel last year's Walk for the Wards because of Covid restrictions, we were thrilled to be able to hold the Walk this year, and really pleased to see **over 300 people** come along to take part. The Walk took place on Sunday 18th July, starting from Waverley Abbey School, with staggered start times to encourage social distancing. It offered 5 and 10 mile routes, both of which took walkers around the beautiful village of Tilford, and ended with a free ice cream for everyone who took part. We even had some people take part virtually – one walker climbed Snowdon, and two international participants took part in the USA! Overall our walkers raised **over £28,000**, which will all go directly to helping fund our care. Thank you to QinetiQ who kindly sponsored the event, Bridges Estate Agents who sponsored the ice creams, and of course our volunteers, everyone who took part and all those who sponsored them!



Sky-High Fundraising

10 dare-devil supporters raised over £10,000 by taking part in our thrilling Wing Walk in June. Strapped to the top of a biplane, they reached speeds of 130mph, taking on breath-taking flypasts and steep dives. If you like the sound of taking to the skies for Hospice Care, **our next Wing Walk will be held on 30th June 2022**, at Rendcomb Airfield in Gloucestershire.



If you can't wait that long, how about a Skydive? Run by the Army Parachute Association at the UK's largest skydiving drop zone in Netheravon, Salisbury, they'll take place on **26th March and 26th June 2022**. You'll be given an in-depth training session before being attached to an experienced tandem instructor. At 12,000 feet you'll both make the jump, reaching freefall speeds of 120mph before the parachute takes you on a gentle five-minute descent to the landing zone.

If you prefer to be in control, how about an abseil down the Spinnaker Tower on **Sunday 26th September 2021**? From 100m up this iconic landmark, you can enjoy breath-taking views across Portsmouth Harbour and the Solent, before letting the rope take your weight and abseiling back to the ground.

Simply choose your challenge and visit www.pth.org.uk/events to sign up!

Events Diary

SEPTEMBER

Plant Sale

Sunday 5th

10am - 1pm, *Phyllis Tuckwell Hospice*

Firewalk

Sunday 19th

Farnborough Business Park

Registration £30,

minimum sponsorship £150.

A firewalk isn't just about walking over hot coals, it's about feeling empowered to do something you wouldn't normally do.



Spinnaker Tower Abseil

Sunday 26th

Registration £30, minimum sponsorship £250.

Hankley Common Golf Day

Wednesday 29th

Hankley Common Golf Club

The event is sold out but if you would like to be added to the reserve list please let us know.

OCTOBER

Virgin London Marathon

Sunday 3rd

Taking part in the Virtual or the actual London Marathon? Get in touch and join our team!

Keen to apply to run the London Marathon for Phyllis Tuckwell in April 2022? Please contact us as we have limited places.

Plant Sale

Sunday 3rd

10am - 1pm, *Phyllis Tuckwell Hospice*

To register or for further information on any of these events:

www.pth.org.uk 01252 729446

fundraising@pth.org.uk

NOVEMBER

Virtual Christmas Market

Saturday 27th

A variety of stalls available online via our Facebook event page.

DECEMBER

Tuckwell's Christmas Lights Tour

Throughout December

Keep an eye out for our Tour map, launching on our website at the end of November.

Light up a Life

Monday 6th

6.30pm, *Phyllis Tuckwell Hospice*

All welcome to attend (Covid restrictions allowing). The service will also be live streamed.

Virtual Santa Fun Run

Saturday 11th and Sunday 12th

Distance/Location – your choice!

FREE, however we hope all participants will raise or donate at least £25.

Virtual Christmas Balloon Race

Saturday 25th

Santa's Village, Lapland

£3 per virtual balloon, available mid December.

2022 DATES

Skydive

26th March and 26th June

Netheravon, Salisbury

Registration £50, minimum sponsorship £450.

Wing Walk

Thursday 30th June

Rendcomb Airfield, Gloucestershire

Registration £50, minimum sponsorship £900.

Forthcoming Events

We're thrilled to be able to hold some of our best-loved events again, after having to cancel so many last year because of Covid restrictions. We hope you're able to come along to some of them and look forward to seeing you there.

Light up a Life

Our Light up a Life service will take place on **Monday 6th December**, to remember loved ones who are no longer with us and celebrate their lives. We are pleased to announce that our intention is to hold the service outside the Hospice again (if Covid rules at the time allow). However we will also be live-streaming the service online, so you can either attend in person or watch it from the comfort of your own home if you prefer.



Christmas Fun Run

Get festive with our virtual Santa Fun Run! Register to take part on the weekend of 11th/12th December and choose your own route and distance to run or walk. We'll send you a full Santa suit, or reindeer antlers for the children taking part, so you can really get into the Christmas spirit! Last year hundreds of people joined in, bringing smiles to the faces of all those they passed and raising vital funds for Hospice Care! Entry is FREE – all that we ask is that every participant aims to donate or raise at least £25. If you raise over £100 we'll send you a Phyllis Tuckwell t-shirt, and those who raise over £500 will get a fabulous Santa Fun Run Christmas hoodie!



Tuckwell's Christmas Lights Tour is back!

If you love decorating your house with festive lights, glittering reindeers, inflatable snowmen and sparkling Santas at Christmas, you could be part of our Tuckwell's Christmas Lights Tour! Your house will be included on a Tour map which will be released at the end of November, for local families and friends to visit throughout December. If you'd like your house to be included, email fundraising@pth.org.uk or call 01252 729446 to find out more.



Calling all Schools!

Does your child attend a local nursery or primary school, or are you a teacher or governor at one? We're looking for schools to join us in our festive fundraising activities.

Dashing through the snow...

Our Reindeer and Elf Runs are a great way for kids to have a bit of festive fun, at the same time as raising money to help fund our care. The Runs see nursery and primary school children dress up as either reindeer with antlers, or elves with elf hats and ears, and get sponsored to run at their school. **Last year 34 schools took part, raising over £85,000!** The Runs can be easily arranged to fit in with the school day, and adhering to any Covid guidelines which may be in place at the time. We'll provide everything our schools need to organise their Runs.



NEW Christmas Choirs Event!

We're arranging for local school choirs to sing at two shopping centres this festive season, and would love your school to join us! **The choirs will perform at either Princes Mead shopping centre in Farnborough on Monday 6th December from 10am to 2pm, or at The Square in Camberley on Monday 13th December from 10am to 2pm.** We need 20-30 singers from each choir, and they would each sing for 20-30 minutes.

If your school or nursery has any other fundraising idea they would like support with, or if your school would like to hold a mufti-day or collection to support Phyllis Tuckwell, please get in touch so we can share ideas with you and support your fundraising activities! Email fundraising@pth.org.uk or call **01252 729446** to get in touch with a dedicated fundraiser.



Our Shops

As Covid restrictions began to ease and we were able to re-open our shops, our Retail team worked tirelessly to ensure that we could welcome our customers back safely, whilst maintaining the excellent service which we pride ourselves on.

With restrictions lifting even more now, we are able to maximise the stock we have on sale in each shop, giving our customers even more variety of fantastic items to choose from! **Our end-of-line shops in College Town and Farnborough, which offer some great bargains at just £1 per item**, are also incredibly popular, so do pop in and have a browse if you're passing!

The amazing, quality second-hand items which our generous supporters donate is now more vital than ever. Without these fantastic

goods to sell on, we simply wouldn't be able to continue to deliver the wide range of holistic care which we offer our patients and their families. **Our online donation booking system**, which offers time slots when items can be dropped off, **has proved very popular and we will be keeping it running**. Donated items can also be dropped off directly at any of our shops now, but if you have a large quantity to donate it is best to call the shop beforehand, to make sure they have the capacity to take it.

We Need More Stock!

As we enter each new season, we're always on the look-out for ladieswear and accessories, so if you have any unwanted, quality items, we'd love it if you'd donate them to us. Our furniture sales are also continuing to grow, and we always need more donations of good quality furniture. We offer a free furniture collection service, so we can come and pick it up if that's easier for you. Simply book a collection via our website: register.enthuse.com/ps/event/FurnitureDonationForm



Gift Aid

Gift Aid brings in a huge amount of money for us, and doesn't cost our supporters a penny!

If you make a donation, our shop teams will ask if you are able to add Gift Aid. If you can, please do fill in our Gift Aid form, as claiming back this money from HMRC adds an extra 25p to every £1 we make. If you're not sure, just ask, and one of our friendly team will help you.

giftaid it

Volunteer for Us!

Without our volunteers, we simply wouldn't be able to keep our shops open. **We're currently looking for more retail volunteers, so if you have a few hours to spare, we would welcome your help.** Volunteering in our shops is a really social affair! Our volunteers bring so much to our organisation. Their wide range of skills, creative ideas and enthusiasm really helps us to showcase our stock and make our customers feel at home. To find out more, please visit our website: www.pth.org.uk/support-us/volunteer-opportunities



We really value our retail teams and want to help them to get the most out of their roles. **We're introducing additional training sessions to support our staff and volunteers as they develop their skills and knowledge, and recognising and rewarding their hard work through a thank you event and other incentives.**

Over the last few years we've refurbished several of our shops, to ensure that they all reflect both our high standards and the fantastic goods which they stock. They're designed to be not only retail outlets, but part of each of the local communities they sit within. We want them to be warm and inviting, with informative elements that tell our customers about our work and a unified style which tells you, whichever shop you visit, that you're in a Phyllis Tuckwell shop! We'd love to hear your thoughts on our shops, and suggestions for any improvements you feel we could make.

As always, thank you for your continued support - and keep donating and shopping!



Our Corporates

Thank you to all of our amazing corporates - your generous donations have helped us so much during the pandemic. With Covid restrictions easing and more employees back in the workplace, we've come up with some great ways for you to reignite some office fun and camaraderie – and help support us as we all adapt to a new world with Covid.



OFFICE OLYMPICS

Challenge your staff to take on our Office Olympics - and see who's worthy of a medal! With silliness such as office chair relay and rubber band archery, it's great fun. You could even build a podium, make some medals or host an opening ceremony!



Every fortnight we'll send you three or four tasks for you and your staff to choose from. From using items on your desk to recreate your favourite cartoon character, to filming something which will look impressive in reverse, or seeing who can make the most dramatic entrance into a room, they won't be too tricky, but you'll need to use a bit of creative thinking!



Make the most of the summer sunshine!

Enjoy a sponsored walk, company picnic, BBQ or maybe even a treasure hunt. You could invite your employees' friends and family as well, to make it a really special occasion.



Everyone has a favourite classic fundraiser, whether it's a delicious bake sale, a challenging quiz or the ever-popular dress down (or maybe dress up?) Friday.

To find out more or sign up for any of these fundraising activities, please visit www.pth.org.uk/stafftogether. Once you've registered, you can then set up a JustGiving page to make it easy for your staff and supporters to make a donation.

If you have any questions or would like to talk to us about corporate fundraising, we'd love to hear from you. Call **Nick Adams** or **Tom Enser** on **01252 729400** or email **nick.adams@pth.org.uk** or **tom.enser@pth.org.uk**.

From DofE to Trustee!

Our new Trustee, Lizzie Wells, joined us last November, but her association with Phyllis Tuckwell began over ten years ago, when she started volunteering at the Hospice for her Duke of Edinburgh Awards.

I grew up around the corner from the Hospice, so had heard about Phyllis Tuckwell from a young age. We'd donate our unwanted clothes and furniture to its shops, and take part in Walk for the Wards.

*I was 15 when I did my Bronze Duke of Edinburgh Award. I started by helping in the Hospice kitchen, then moved to the In-Patient Unit (IPU). I would make teas and coffees for patients' relatives, and be an extra pair of hands for any administrative jobs that needed doing. **I remember being surprised at how positive and happy everyone there was. They were so welcoming, it was a really nice atmosphere to be part of.** I continued volunteering there right through to my Gold Award. **I saw the great work the charity does, the way it brings people together, and how it supports the community.** I had always assumed a Hospice would be for the elderly, but it's not just old people who need Phyllis Tuckwell's help.*

After studying Natural Sciences at Cambridge, I trained as an accountant in London, after which I moved to Seattle, USA, as a consultant for technology clients. Now I'm back in the UK and have a bit more time, I can volunteer again. I sit on the Board of Trustees, and also on the Finance, Resources and Income Generation Sub-Committees, where I can share my knowledge of finance and large-scale projects.

Phyllis Tuckwell has grown so much since I first started volunteering here, and there's much more provision of care at home now.



For me, Hospice Care means enabling people to be as comfortable as possible in their last weeks of life, and to be well looked after, and Phyllis Tuckwell does exactly that. It's great to be back and involved again.

What do you know about

Gifts in Wills?



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

In a normal year

1 in 5

of our patients

is cared for thanks to

Gifts in Wills

By leaving a
Gift in your Will
you are helping to
secure availability of
our vital care
for future generations

It pays to be generous!

By leaving at least

10% of your estate to charity

you'll qualify for a

lower rate of Inheritance Tax

on the taxable part

Leaving a Gift in your Will
is one of the most

cost-effective

ways you can support us



Many people who
leave us a legacy
also

support us in other ways

We run a
Make a Will Appeal

annually throughout the whole of April.

Please visit www.pth.org.uk/makeawillmonth
for further information.



If you have any questions about Gifts in Wills
please contact Hannah Robins on 01252 729446.

Phyllis Tuckwell, Waverley Lane, Farnham, Surrey GU9 8BL.
Phyllis Tuckwell Memorial Hospice Ltd. Registered Number 1063033. Registered Charity Number 264501.

Have you already
**left a Gift
to us
in your Will?**

If you have please do let us know