



what will we do in these sessions?

We will discuss the impact of recent events on your life in a helpful and supportive manner.

will I have to talk about difficult issues from the past?

It is for you to decide what to talk about. You will be in charge of how much or how little any topic is discussed.

will what we discuss be confidential?

Yes, the strict Phyllis Tuckwell confidentiality policy applies to all personal information supplied and all notes written up by members of the team. There are however, rare occasions when, for legal or safety reasons, information may need to be disclosed to certain other people. The details of these exceptions are explained in the confidentiality policy, which is available on request.

will my sessions be discussed with anyone else?

Yes, every team member has personal supervision of their practice in order to ensure they are working appropriately. That way you can be sure the standard of support is checked and, where useful, extra help is given.

how many sessions will I have?

We will review our work together every six sessions and decide if more would be helpful. Each session may last up to 50 minutes.

will any notes of my sessions be kept?

Yes, confidential notes (electronic or paper) will be stored securely. If you would like to see your Phyllis Tuckwell records you can request this by contacting the Patient and Family Support team administrator.

what if I can't attend an appointment?

If you cannot attend an appointment please let us know as soon as possible, by telephoning the Patient and Family Support team administrator.

what if I am late for my appointment?

As soon as possible, phone through to alert us. Normally, because of other bookings, it will not be possible to go beyond the planned booking time, so if you are likely to be very late it may be better to rebook.

where do the sessions take place?

The Hospice has quiet rooms where we can talk privately without interruption, giving you the chance to share your thoughts and feelings.

can I be seen at home?

If you are unable to come to the Hospice it may be possible for you to be seen at home, but it needs to be somewhere private where you will not be disturbed.

what if I have a complaint?

In the first instance raise it with the person you are seeing. If you feel unable to do that then you can contact Claire Delaney who is Patient and Family Support team manager, and she will be able to give you guidance on the Hospice's complaints procedure.

Consent to Receiving Counselling

Consent to receive counselling help

I understand that:

- We will only discuss topics that I (the client) have agreed.
- Sessions will last up to 50 minutes.
- We will review our work every six sessions.
- What we discuss will be kept confidential.
- Our work together will only be discussed within the terms of the Phyllis Tuckwell confidentiality policy.
- Phyllis Tuckwell will store notes about our sessions in a secure and confidential manner.
- If either of us is unable to attend an appointment, we will make contact with each other to rearrange the session. Messages can be left:

For me (the client) on

Tel:.....

For the team member on:

Tel: 01252 729430

I consent to receive counselling help

Signed:.....

Print name:.....

Crosscare No:.....

if you are unable to attend your appointment please contact the Patient and Family Support team administrator:-

Jo Cox

or

Lynne King

01252 729430

pafs@pth.org.uk

Phyllis Tuckwell Hospice Care

Waverley Lane, Farnham
Surrey GU9 8BL

The Beacon Centre,
Gill Avenue, Guildford,
Surrey GU2 7WW

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

Tel: 01252 729400

Email: mail@pth.org.uk

www.pth.org.uk



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