

Emotional Support

what if I cannot make an appointment?

We understand that there is lots going on and things are difficult. Please contact our team administrator as soon as you know there is a problem and she will rearrange your appointment.

is there anywhere else I can get support?

If you need someone to talk to as a matter of urgency The Samaritans number is **08457 909090**.

Your GP may be able to offer you support from the services offered by your surgery.

For those bereaved, CRUSE offers bereavement support and you can contact the local office on **01483 565660**.

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 wish to contact the Patient and Family Support team please ring the main Phyllis Tuckwell number and ask for the PAFS administrator

01252 729430

Alternatively you can email pafs@pth.org.uk

if you have any concerns or complaints please contact:

Claire Delaney

Patient and Family Support Team Manager
01252 729444

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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Who are the Patient and Family Support team (PAFS)?

We are a team of staff and volunteers who offer emotional support to patients and their carers. The team includes:-

- **Qualified counsellors**
- **PAFS volunteers**
- **Chaplains**
- **Chaplain volunteers**
- **Psychologists**
- **Social work and Benefits & Entitlements Advisors**
- **Bereavement volunteers**

Who is the service for?

We support patients, families, and close friends of anyone who is or was under the care of Phyllis Tuckwell.

What does the service offer?

We offer a variety of services to help people, as everyone's needs and feelings vary.

How do I know which service I need?

We will offer you an assessment in the Hospice, at the Beacon Centre, at home or over the phone. This will help us decide what, out of the wide range of services we provide, will help you.

What services do you offer?

Things like:-

- One to one counselling
- Group support
- Social events, for instance, coffee mornings
- Informal support (someone to chat to)
- Children and Family work (please see separate leaflet)
- Spiritual Support.

Do volunteers receive training?

We have a large team of volunteers who have a wealth of experience and knowledge. They receive training from the hospice in how to communicate effectively using counselling skills.

They also receive regular education sessions to ensure they continue to keep their skills fresh.

How do I access the services?

- If you are at home you will have a Phyllis Tuckwell Clinical Nurse Specialist who supports you. Please ask her to refer you to PAFS.
- If you attend Day Hospice or are on the In-Patient Unit please ask the nurses there to refer you to PAFS.
- You should automatically be sent a letter to offer you bereavement support at the appropriate time.
- Carers will be asked if they wish to go onto our carer database, these carers will then receive information on services such as support groups.

Will I see the same person every time?

Yes, we try to ensure that the same person is able to support you throughout. If you are a carer you will be able to continue to be supported by the same worker after your loved one has passed away, if you wish this. Alternatively you may wish to have someone new and we would discuss this with you

How long can I have support for?

For as long as you and your worker feel it is helping.

Does the worker discuss my sessions with anyone?

The worker requires support and supervision of their work by law, therefore your sessions may be discussed with their supervisors. However all workers, be they staff or volunteers, adhere to Phyllis Tuckwell's confidentiality policy and procedure. There are exceptions where breaking confidentiality is necessary in order to work lawfully but the worker will discuss this with you.

What if I don't get on with the person allocated to support me?

That's not a problem, just contact the PAFS administrator and we will allocate another worker.