

Benefits and Entitlements

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.



For further information please contact:

Team Administrators

01252 729430
pafs@pth.org.uk

Large print version available on request.

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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How can the Benefits & Entitlements service help?

We are a team of staff and volunteers who offer a wide range of financial and practical advice.

Who does Benefits & Entitlements help?

We help all patients, their families and carers who are looked after by Phyllis Tuckwell Hospice Care.

You might be an inpatient, attending our Day Hospice, be at the Beacon Centre or being cared for by one of our Community Nurse Specialists at home.

When does Benefits & Entitlements help?

We can begin to help as soon as you are referred to Phyllis Tuckwell and we will continue to support you and your family throughout your illness, and if appropriate after death.

How do I contact the Benefits & Entitlements service?

You can telephone us using the contact number on the back of this leaflet to arrange to see you at the Hospice, the Beacon Centre or, if you are unable to travel, we can arrange a home visit.

We also hold open sessions at the Hospice every Tuesday 2-4pm, and at the Beacon Centre every Friday 10am-12pm.

If I am entitled to any benefits do I have to fill in any forms?

Should you wish we will help you with completing your benefit forms. Some applications are now completed over the phone (tele claims) with the Department of Work and Pensions or online.

Will I be eligible for benefits even if I have savings?

You may be eligible for some benefits which are not means tested.

What if I've got debts?

It's really important to keep talking to your lenders. We are happy to help you with this and negotiate if necessary.

Can I get a disabled car badge?

If you meet the local council's criteria we will help you to complete the application form.

What else can you help with?

We can advise on many different matters such as:

- travel insurance,
- cleaning/gardening/shopping
- making a Will/power of attorney,
- applying to local charities, benevolent funds,
- complex housing issues.

Will everything we discuss remain confidential?

In order to help with welfare issues we may need to share information with other professionals. Before we do this we will ask your permission. Anything else you talk to us about will remain confidential in line with Phyllis Tuckwell's confidentiality policy.