

# Counselling and Emotional Support

## is what I talk about confidential?

Yes, Phyllis Tuckwell has a strict confidentiality policy which applies to all personal information supplied pertaining to an individual.

There may be rare occasions when, for \*safety or legal reasons, information may need to be disclosed to certain other people, details of which are explained in our Privacy Policy which can be found at [www.pth.org.uk](http://www.pth.org.uk).

*\*deliberate or intended harm to self or others*

for more information

**Patient and Family Support  
team administrator**

01252 729430

[pafs@pth.org.uk](mailto:pafs@pth.org.uk)

if you have any concerns or  
complaints please contact:

**Maria Abellan**

Patient, Family & Carer  
Support Team Manager

01252 729444

**Large print version  
available on request.**

Phyllis Tuckwell

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Therese - PAFS

March 2024



## what is counselling and emotional support?

*Counselling and emotional support is a talking therapy.*

It provides the opportunity to feel safe to share personal concerns and feelings openly and honestly, to better understand yourself, work through complicated issues or find ways to live with them with greater acceptance. It is a confidential, empathic and compassionate professional relationship, absent of criticism and judgement, where your physical and emotional wellbeing is the most important factor.

### when should I seek counselling and emotional support?

It's not uncommon for us to feel a range of emotions when unexpected news and events happen; feelings such as disbelief, anger, frustration, guilt, fear, panic, anxiety, sadness and depression. We can often experience changes in our behaviour too, such as increased or decreased appetite, finding it hard to concentrate, being forgetful,

sleeping too much or barely at all, confusion, withdrawing or feeling overwhelmed. However, if these feelings continue over a prolonged period of weeks or months and are adversely affecting your relationships and ability to function, then we would encourage you to contact us regarding counselling support.

### who is the service for?

We support patients, families (adults, adolescents and children) and close friends of anyone who is, or was, under the care of Phyllis Tuckwell or another palliative care service in our catchment area

### how will I receive counselling and emotional support?

We offer emotional support in a variety of ways:

- 1:1 counselling for patients and their families
- 1:1 counselling for bereaved children (aged 11+ years) & adults
- Adult Bereavement Groups
- Children and Family Work (including working with schools)
- Various Coping, Management & Therapeutic Support Workshops.

This may be via telephone, Teams, face-to-face or a mixture, dependent on which is most appropriate for you.

Contact us using the administrator number overleaf to find out which groups are currently running and when.

### how do I know which service I need?

You will be offered an initial assessment appointment and together we will discuss and agree the most suitable approach for you. We offer an initial six sessions, after which we review and decide if another six sessions will be helpful.

### how do I access counselling and emotional support?

Please contact us direct by calling the telephone number on the back of this leaflet.

### who will I see?

Our dedicated team consists of highly experienced & qualified counsellors, a psychologist and our patient & family advisors who offer professional support to patients, relatives and carers, including children and adolescents.