

ACCORD HOSPICE

Registered Charity No SC013682



Patient & Family Support Service

**Information
For
Patients & Relatives**

GLENIFFER OUTREACH

Patient & Family Support Service

The Patient and Family Support service is available to patients, relatives and carers who have palliative care and bereavement needs.

The service provides additional emotional, spiritual and counselling support and provides information relating to illness and bereavement.

The team consists of

- **Joy Elliott** - a trained counsellor who also co-ordinates the bereavement service
- **Maria Rowan** - registered nurse with counselling experience and state registered art therapist
- **Volunteer Bereavement Support Workers** - who have counselling skills or experience in bereavement support work

Accessing The Service

Patients, relatives and carers are referred to the service by hospice and hospital staff, GP's and District Nurses.

Service Availability

The service is available:

Monday - Friday
9.00am - 5.00pm

Clients are seen at the Gleniffer Outreach / Hospice and will only be seen at home or outwith these times in exceptional circumstances.

What You Can Expect

Our service is provided on a one to one basis and offered for a period of 6 sessions, with review.

There are some circumstances when disclosure of information may be regarded as being in the best interest of the client. This will be discussed if the need should arise.

Appointment times and frequency will be agreed with you at the first meeting. Each appointment will be 50 - 60 minutes approximately.

Cancelling An Appointment

If for any reason you need to cancel an appointment, please phone the Gleniffer Outreach Co-ordinator

0141 887 1141



Contact Details

ACCORD Hospice
Morton Avenue
Paisley
PA2 7BW

Tel: 0141 581 2000

Gleniffer Outreach
ACCORD Support Centre
77 Renfrew Road
PAISLEY
PA3 4DS

Tel: 0141 887 1141

Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to Joy Elliott or Maria Rowan.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Adrian Masson
Head of Corporate Services
Healthcare Improvement Scotland
Elliott House
8 - 10 Hillside Crescent
EDINBURGH
EH7 5EA

Telephone: 0131 623 4300
Email: adrian.masson@nhs.net

**If required this leaflet is available in
other languages & formats**



INVESTORS
IN PEOPLE

Date Reviewed May 2011

Date Implemented May 2011

Date of Review May 2013