

Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website www.accordhospice.org.uk

If you do not have access to the internet please request a leaflet.

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

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

Jacki Smart
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:

Edinburgh Office:
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
0131 623 4300

Glasgow Office:
Delta House
50 West Nile Street
Glasgow G1 2NP
0141 225 6999

Email: hcis.complaints@nhs.net

www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats

Registered Charity No SC013682

ACCORD
Hospice

Patient & Family Support



Information for Patients & Relatives



Patient & Family Support Service

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

The service provides additional emotional, spiritual and counselling support. It can also help with providing information relating to illness and bereavement.

The team consists of

- **Joy Elliott**
Trained counsellor who leads the Patient & Family support service.
- **Mhairi Taylor**
Trained counsellor
- **Ingrid Campbell**
Trained counsellor
- **Mariusz Jargiolo**
Trained counsellor
- **Volunteer Bereavement Support Workers**

Accessing The Service

Patients, relatives and carers can be referred to the service by hospice and hospital staff, GP's and District Nurses. You can call us to explain your needs at any time.

Service Availability

The core hours are detailed below but we will try to accommodate you to support your needs depending on each individual's circumstances.

Mon—Fri, 9am—5pm
Closed Sat & Sun

Clients are seen at the Hospice or 41 Causeyside Street and will only be seen at home in specific circumstances. Client's can be supported in several different ways. We can offer the support through Zoom, WhatsApp, Telephone, or Face to Face.

What You Can Expect?

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

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 **0141 581 2000** and leave a message.

Or, if being seen at 41 Causeyside St, **0141 404 2746**.

Contact Details

41 Causeyside Street
Paisley
Renfrewshire
PA1 1YL

Tel: 0141 404 2746

