

## 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](http://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](mailto:hcis.complaints@nhs.net)

[www.healthcareimprovementscotland.org](http://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 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**  
Trained counsellor who leads the Patient & Family support service.
- **Mhairi Taylor**  
Trained counsellor
- **Zena MacDiarmid**  
Trained counsellor
- **Volunteer Bereavement Support Workers**

## Accessing The Service

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

## Service Availability

Office Hours Mon—Fri  
Closed Sat & Sun

Clients are seen at the Hospice or Gleniffer Outreach and will only be seen at home in exceptional circumstances. We also offer telephone and video sessions via Zoom. The above times are our core hours of work but we will try to accommodate you to support your needs depending on each individual's 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 at the hospice, please phone **0141 581 2014** and leave a message

Or, if being seen at Gleniffer Outreach, **0141 887 5968**

## Contact Details

ACCORD Hospice  
7 Morton Avenue  
Paisley  
PA2 7BW

**Tel: 0141 581 2000**

