



information

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You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

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Salisbury Hospice User Group

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How it works

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What is the Salisbury Hospice User Group?

This volunteer group represents patients, their carers and/or families who have used the Hospice's services. Based on their experiences, the User Group offers ideas and makes suggestions to help the Hospice Management Team improve the quality of existing Hospice services and design new service developments.

The User Group doesn't take executive decisions, nor is it a route for processing complaints.

How does the User Group work?

The User Group normally meets every two months to discuss issues identified by the Hospice Management Team. Before each meeting members are informed by email or mail about the topics for discussion.

Meetings are held at the Hospice in the early evening. Comments, ideas and recommendations from the group are recorded for consideration by the Management Team. Usually 12 to 15 Users from the full membership of 25 attend the meetings, together with 3 or 4 Hospice staff.

Topics covered have included:

- the Personalised Care Framework
- the charity newsletter and website
- the in-patient information leaflet
- the Hospice at Home Service.

The Hospice Team's commitment to constantly develop and improve services means that there is always a steady stream of subjects for the User Group to consider.

How to get involved and volunteer to become a User Group member

There are many ways to support the Hospice by volunteering. To volunteer to become a User Group member and help the Hospice to extend and improve its services you need to:

- have experienced some of the Hospice services as a patient, carer, or family member
- be willing to receive information (via e-mail or mail) and learn about various aspects of Hospice services and developments
- express your comments and ideas (ideally by attending User Group meetings but also possibly by e-mail or phone).

If you would like to find out more about becoming a member of the Salisbury Hospice User Group, please contact our volunteer co-ordinator Elaine Willman on:

☎ 01722 425 113

or

e-mail Elaine.Willman@salisbury.nhs.uk

