

"A brilliant team/service that enabled a task to be completed simply and efficiently. Thank you!"

Patient and Family Support Hub service user, staff nurse

We'd love to hear from you

To share your thoughts and feedback on your experience using our service, please complete our anonymous survey.



Scan the QR code or visit the following link: <https://gthr.co.uk/049c>

"Thank you so much for your amazing support for our sister – an amazing service that has helped her recovery and allowed us to feel closer to her"

Patient and Family Support Hub service user, relative of an inpatient

Follow us on social media...

For regular updates and information about our service, follow us on our social media platforms.

 @UHS_SupportHub

 Patientsupporthubuhs

 Patient Support Hub

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsupporthub@uhs.nhs.uk**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

www.uhs.nhs.uk

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University Hospital
Southampton
NHS Foundation Trust



The Patient and Family Support Hub provides a single point of contact for patients and their families who need extra support from University Hospital Southampton NHS Foundation Trust (UHS).

Our volunteers deliver practical support to patients, families, and unpaid carers before, during and after a visit to one of our hospitals.

We can also refer you to other community-based voluntary service providers where appropriate.

Contact us

Visit us: B Level, Southampton General Hospital.

Monday to Friday, 9.30am to 4pm

Telephone: **0800 484 0135**

Email: **PFSH@uhs.nhs.uk**

We can help you with...

- Finding your way around the hospital
- Support at hospital outpatient appointments via our pre-booked companion service
- Sunflower lanyard scheme for patients and carers with physical or hidden disabilities
- Carers support service
- Collection and delivery of prescriptions, mobility equipment, and food and clothing parcels
- Signposting to community support services
- Access to digital equipment
- Veteran support
- Citizens Advice service for financial advice and support
- A quiet space for patients, carers and families to sit and have a drink and a friendly chat with our volunteers

"You could not find a nicer group of people to work with. The best thing about volunteering is the pleasure and enjoyment I get from doing it"

A Patient and Family Support Hub volunteer

Our background

Our team is made up of a small number of permanent staff members and around 40 volunteers. The Patient and Family Support Hub was originally set up to offer practical support to shielding and isolated patients during the 2020 coronavirus pandemic.

Since then, we have supported over 30,000 patients, and we have continued to grow and develop our service, keeping the needs of patients and families at the heart of everything we do.

"I am grateful for the support at my appointments. I also like to pop into the hub after my appointments to have a friendly chat with the team. I would be lost without this service."

Patient and Family Support Hub service user (patient)

Volunteer with us...

Are you interested in gaining experience working in an acute NHS hospital setting, supporting our patients and working as part of a dynamic team?

Scan the QR code, or visit: www.uhs.nhs.uk/get-involved/volunteering-at-uhs to find out more about how you can get involved and sign up for our current volunteering opportunities.

