

### What happens to the money raised by our shops?

100% of the profits raised through our shops contribute towards the running costs of the Hospice.

### Does that mean it goes towards patient care?

Yes, all money raised goes towards offering support to our patients and their families. This may be on our In-Patient Unit, in Day Hospice, at out-patient appointments and through Patient and Family Services.

### Do patients have to pay for services from the Hospice?

No, all services offered by the Hospice are free. As a charity we are dependent on the local community for financial support. Just under 16% of our costs are covered by NHS. If you would like to make a donation to the Hospice please ask a member of staff or visit our website.

### What if I cannot help in the shops but would like to help in some other way?

If you would like to provide practical help please contact the Voluntary Services Manager.

If you can offer financial help then either pick up a fundraising leaflet from either the Hospice or one of our Hospice shops. Alternatively you can contact the Fundraising team on 01252 729446.



**Tim Osborn**  
Head of Retail  
01252 729449  
tim.osborn@pth.org.uk

### Phyllis Tuckwell Shops

<b>Aldershot</b>	<b>01252 332300</b>
<b>Ash</b>	<b>01252 330416</b>
<b>Beacon Hill</b>	<b>01428 608238</b>
<b>Camberley</b>	<b>01276 64600</b>
<b>Cranleigh</b>	<b>01483 272780</b>
<b>Farnborough</b>	<b>01252 372232</b>
<b>Farnham</b>	<b>01252 726128</b>
<b>Fleet</b>	<b>01252 624724</b>
<b>Godalming</b>	<b>01483 415361</b>
<b>Grayshott</b>	<b>01428 609506</b>
<b>Guildford</b>	<b>01483 532123</b>
<b>Haslemere</b>	<b>01428 644470</b>
<b>Furniture Showroom and Donation Centre</b>	<b>01252 710679</b>

Phyllis Tuckwell Hospice



# Phyllis Tuckwell Hospice Shops



Waverley Lane,  
Farnham  
Surrey, GU9 8BL  
Tel: 01252 729400

[www.phyllistuckwellhospice.org.uk](http://www.phyllistuckwellhospice.org.uk)

Phyllis Tuckwell Memorial Hospice Ltd. Limited by Guarantee. Incorporated in England and Wales Registered No. 1063033 Registered Charity no. 264501

**The purpose of this leaflet is to answer questions frequently asked about our Charity Shops.**

### **How many shops do you have and where are they?**

The Hospice has 12 shops in addition to a Furniture Showroom and Donation Centre. There is a list of where our shops are located on the back of this leaflet.

### **Are you planning to open more shops?**

We are keen to open more shops within our catchment area and are always looking for suitable shop premises.

### **Are all of the staff at the shops paid?**

The team is made up of many unpaid volunteers but a paid management team runs the shop.

### **Can anyone become a volunteer?**

Yes, we are fortunate to have a team of invaluable and committed volunteers who support our work. Volunteering within one of our shops can help raise much needed funds to help run the Hospice. Our volunteers come from a variety of backgrounds. You do not need qualifications to volunteer just a commitment to help.

### **Who should I contact if I wanted to volunteer in one of the Hospice's shop?**

You need to contact the Shop Manager who will be pleased to discuss and answer any queries.

Alternatively you can contact the Voluntary Services Manager at the Hospice.

### **Where the goods in your shops come from?**

We rely on the public's goodwill to make donations.

### **How do I donate goods?**

Take the goods to your local shop or our Donation Centre in Farnham. Unfortunately, we can no longer accept donations at the Hospice.

### **Can I take them to the shops at anytime?**

Shops accept goods between 10am – 4pm Monday - Saturday. Our Donation Centre in Farnham is able to accept goods between 9am and 4.30pm, Monday – Saturday.



### **What type of goods would be useful to you?**

We are always looking for good quality:

- Clothing
- Furniture
- Jewellery
- Bric-a Brac
- Books / DVD's

### **What wouldn't be of use to you?**

- Electrical goods
- Used kitchen utensils
- Bicycles / Prams
- Old and well used clothes
- Furniture without the fire retardant label

### **Why wouldn't they be of any use?**

We are not allowed to sell electrical items due to Health and Safety rules. Other items are just too worn to sell and it is illegal to sell furniture without the appropriate label.

### **Do you offer a collection service?**

We offer a free collection service for donations of furniture.

Our new 'Donation Centre' in Farnham is the preferred drop off point for people who wish to give us general donations. Alternatively, you can take donations to your local Hospice shop.

### **How you get sufficient stock donated?**

Sometimes we need to supplement our stock levels due to seasonal demand or a shortage of suitable goods. We do this by asking local companies to support the 'Bag it and Give' promotion. This is an easy way of obtaining bulk supplies of stock for very little cost. We give collection bags to the employees who fill them with good clean goods, which we collect from their place of work.

### **How much do the shops raise in a year?**

The shops generate approximately 16% of the money needed to run the Hospice