

Do you have private health insurance?

.....
*How your private health insurance could
help fund Hospiscare services*

Because every day matters

www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare

Caring in the heart of Devon

Hospiscare is a local charity. We are proud that all the care we provide is free of charge. However, there may be a way you can help us to keep providing that care.

How?

Many people today have private health insurance that they have taken out for themselves or that an employer has on their behalf.

If you have health insurance, your provider may be willing to recognise services provided to you in the form of a donation to Hospiscare. If you have insurance we can write to your insurer asking for such a donation which will assist in funding future care at Hospiscare at no cost to you. Whether you are attending Day Therapy, have received visits from Hospiscare Clinical Nurse Specialists and/or the Hospiscare@Home Team or you are staying with us on the ward, we may be able to request a donation from your insurance company.

Of course, there is absolutely no obligation for you to provide us with this information, but if you can it is very much appreciated.

What do I need to do?

If you have private health insurance then please let us know by filling in your details on the attached form and pass it to one of our nursing team or post it back to us.

What happens next?

We will write to your insurer asking for a donation. You don't need to do anything more.

How much will Hospiscare receive?

This depends on the policy you have and who your insurer is as some insurers specifically exclude hospice care. Whatever the result, we will let you know what response your insurance company gives us.

Which insurance companies are likely to donate?

From our research the following insurance companies have donated to hospices in the past, but others may also help:

- Aviva Healthcare
- Exeter Friendly Society
- Bupa
- Axa PPP
- Pruhealth
- WPA
- CS Healthcare
- SimplyHealth

Even if you don't have private health insurance, if you have been a member of organisations such as trade unions, professional bodies or the services, they may be able to help.

If you do feel you can help us then all you need to do is fill in the form below and return to one of the nursing team or post it to The Clinical Administration team, Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ.

Private Health Insurance Form - Confidential

Your details

Name

Address

Postcode

Name of your insurer

Policy or membership number

Type of policy (if known)

I give my consent for my insurer to be contacted by Hospiscare.
My insurance details will only be used in conjunction with a donation request.

Signed Dated

Hospiscare is a charity, providing high quality care and support to people with any type of life-limiting illness in Exeter, Mid and East Devon. We need to raise over £8million every year to keep the charity running, so any contribution is very gratefully received. Thank you for all your support.

Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate www.hospiscare.co.uk or contact us on 01392 688020. A gift to Hospiscare in your Will helps to ensure the future of the charity in Devon for years to come.

Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services.

We know the majority of people have a positive experience, but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To tell us about your experience of Hospiscare please contact:

Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy, please ask. If you are dissatisfied with our response you can contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Customer Helpline Tel: 0345 015 4033

Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.

.....

Hospiscare is registered by: Care Quality Commission, 151 Buckingham Palace Road, LONDON SW1W 9SZ www.cqc.org.uk

.....

KFS 04/2021 Version 1

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Telephone: 01392 688000 Fax: 01392 495981

www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare

Caring in the heart of Devon