

# Help us to communicate with you the right way

for our patients and their families and friends



As a patient, friend or family member, our priority to you is that we provide the right care and support, at the right time. But we also want to make sure we communicate with you in the right way and get the right information to you.

## How would you like to hear from us?

Please tick options below to get latest service updates, information on events, appeals, sales and ways you can further support our work.

- All       Post       Email       Telephone       SMS  
 If you don't want to hear from us, please tick\*

\*If you choose this option we will not contact you with any marketing information or newsletters in future. However you can opt back in at any time by emailing [supportercare@stoswaldsuk.org](mailto:supportercare@stoswaldsuk.org). Please be aware we may still use the information you have provided us in order to administer your future activities with us.

# Why should I do this?

It's important our Fundraising and Communications teams know about your connection to St Oswald's and if this connection has changed. This is so we can make sure any information we send to you is sensitive and relevant to your situation and allows us to keep our records up-to-date as we are required to do by law.

However, there is no obligation. Patient confidentiality is of utmost importance to us and our clinical teams do not share information with Fundraising and Communications teams unless you've consented for them to do so.

Even if you do consent, clinical teams will only ever share the information you provide on this form and your clinical information will always remain confidential.

We would be grateful if you could complete the form below and over leaf and let us know whether you'd like to start, continue or stop receive marketing information from us.

If you choose not to complete the form or share your information with Fundraising and Communications, please be aware that if you have donated or taken part in an activity with St Oswald's within the last three years, you may still receive marketing information from us which may not be sensitive to your current situation.

## Keeping you safe

Your personal details are safe with us. Fundraising and Communications share your personal information internally only when absolutely necessary and between St Oswald's Hospice Ltd (the charity) and St Oswald's Hospice Promotions Ltd (our trading company). To find out more about how we use the information you give us please see our Privacy Policy on our website at [stoswaldsuk.org/privacy-policy](http://stoswaldsuk.org/privacy-policy).

Please complete the form and post into a feedback box located at all of our reception areas or on our Adult Inpatient ward. You can also ask at Main Reception to speak to a member of the Fundraising team between 9am - 5pm Monday - Friday or post to : **Supporter Care, St Oswald's Hospice, Regent Avenue, Newcastle, NE3 1EE.** Please contact us on **0191 246 9123** if you have any queries.

Title ..... Forename ..... Surname .....

Address ..... Postcode .....

Contact No. .... Email .....

### Your relationship with St Oswald's:

We try our very best to tailor any marketing we send to you. By telling us about your relationship with us you are consenting for St Oswald's Hospice to use this information in order to tailor how we communicate with you.

### Are you a (please tick the most relevant option):

- Patient/Service User     Friend/Relative  
 Prefer not to say     Next of Kin

**Thank you for taking the time to complete this form. This allows us to communicate with you in the most appropriate and relevant way.**

 /stoswaldshospice

 @stoswaldsuk

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