



# Friendly Voice

a service provided by RedArc

**Illness is often a worrying time for you and family, 'Friendly Voice' is here to help.**

The diagnosis of a serious health condition such as cancer, heart attack, stroke or a mental health condition is a worrying time. Life can also bring many other challenges such as disability, traumatic events, long term care arrangements and bereavement.

**Friendly Voice** gives you a dedicated Personal Nurse Adviser – a highly experienced registered Nurse giving you help and support tailored to your circumstances.

Your Personal Nurse Adviser will telephone you regularly for as long as you wish. They can give you whatever practical information and advice you need such as how to navigate the NHS, social services, national charities as well as emotional support and a friendly listening ear with plenty of time.

Additional services such as course of counselling or therapy, one home visit or a series of specialist nurse phone calls can be arranged when clinically appropriate.

**Friendly Voice** is completely free of charge to Members and their spouse.

**Contact RedArc on 01244 625180**

Friendly Voice is provided by RedArc Assured Limited



**“When you are at your lowest, loneliest point having the reassurance, experience and empathy of Friendly Voice is invaluable. The constructive support has been the invisible crutch making a difference and helping us through the most challenging journey of our lives, as my husband battles brain cancer.”**

(A Cirencester Friendly Member)

**100%**

rated the service  
**good/excellent**



Protect the things you care about



100%

users said the service enhanced their view of the Society



“The whole RedArc thing has been quite amazing. A very good system. I can only thank RedArc. It’s been very impressive.”

(A Cirencester Friendly Member)

“What a kind and sensitive service for an insurance company to provide”

(A RedArc patient)

### RedArc services

- Serious Illness
- Mental Health
- Bereavement
- Trauma
- UK Second Medical Opinion
- Long Term/Elder Care
- Post Hospital Service

### Personal Nurse Adviser

- Practical Advice
- Emotional Support
- Therapies
- Counselling
- Self-help Groups
- Research
- Charities
- Books
- CDs
- Signposting within NHS
- Fact Sheets
- Equipment

### Help and support is only a phone call away...

When you need to call upon a **Friendly Voice** contact **RedArc** on **01244 625180** Office hours: 9:00am - 5:00pm, Monday - Friday

For more information visit [www.redarc.co.uk](http://www.redarc.co.uk) or [www.cirencester-friendly.co.uk/Members-zone](http://www.cirencester-friendly.co.uk/Members-zone)

Please have your Society Membership number ready and remember this service is available at any time throughout the life of your contract not just if you make a claim.

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