

This leaflet can be made available in a range of formats on request.

Please speak to a member of the team if you require a different format. Thank you.



We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.

St Oswald's Hospice  
Regent Avenue  
Gosforth  
Newcastle upon Tyne  
NE3 1EE

Telephone: 0191 285 0063

Fax: 0191 284 8004

E-mail: [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

Website: [www.stoswaldsuk.org](http://www.stoswaldsuk.org)

Registered Charity No. 503386

January 2014

# Have Your Say

## Compliments, Comments, Complaints & Suggestions

Information for patients, carers and families.



## Your feedback matters

St Oswald's is committed to providing the best quality service we can to our patients, children, families, carers and friends.

We are constantly seeking ways to improve the services we offer and your views can help us do this.

This leaflet explains:

- How you can help us by providing your opinion on our services
- How to make a comment, suggestion or compliment
- How to make a formal complaint should you wish to.

## Patient surveys and focus groups

We regularly carry out patient surveys, as well as focus groups on an occasional basis. This is to ensure we are providing relevant and quality services for patients and to comply with Care Quality Commission standards.

If you are asked to complete a survey, although it's not compulsory, we would be grateful if you could take the time to give us your honest **feedback and comments.**

## Feedback Form

Thank you for taking the time to give us your feedback. All comments are given consideration and if possible the suggested improvements will be made. We acknowledge all suggestions where contact details have been provided.

All suggestions will be opened by Christine Allen, Information & Clinical Admin Manager and then passed on to the relevant department/s.

Your name: \_\_\_\_\_

Contact address: \_\_\_\_\_

Telephone/s: \_\_\_\_\_

Email: \_\_\_\_\_

Your connection with St Oswald's (please tick):

Patient

Staff

Volunteer

Visitor

Other (please state)

**Your Feedback :**

**Date:**

**Thank you!**

Please put this form into one of our feedback boxes located at all reception areas and the Patient Smoking Room, or send it to Christine Allen at our Hospice address overleaf. Thank you.

## Other useful contacts

**Patient Advice and Liaison Service (PALS)** provides information and can help to resolve concerns quickly.

North of Tyne PALS (Newcastle, North Tyneside and Northumberland)

Telephone: 0800 032 0202

South of Tyne PALS (South of Tyne and Wearside)

Telephone: 0800 328 4397

The **Independent Complaints Advocacy Service (ICAS)** provide advice, information and support to people who may need help in raising their concerns.

Telephone: 0300 456 8348

Website: [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

**IMCA's (Independent Mental Capacity Advocate's Service)** provide support to people who can't make decisions for themselves and have no family or friends to help them.

Skills for People offers IMCA services to people in Newcastle, North Tyneside, Northumberland and Gateshead.

Telephone: 0191 281 7322

Email: [imca@skillsforpeople.org.uk](mailto:imca@skillsforpeople.org.uk)

Website: [www.skillsforpeople.org.uk](http://www.skillsforpeople.org.uk)

Your Voice Counts offers IMCA services to people in Gateshead and South Tyneside.

Telephone: 0191 478 6472

Email: [mail@yvc.org.uk](mailto:mail@yvc.org.uk)

Website: [www.yvc.org.uk](http://www.yvc.org.uk)

The **Department of Health's** website has information about the NHS complaints procedure: [www.doh.gov.uk](http://www.doh.gov.uk)

The **Parliamentary and Health Service Ombudsman** is independent from both the NHS and Government. They are not obliged to investigate every case.

Address: The Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank, London, SW1P 4QP.

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Comments, suggestions and compliments

In any service, there is always scope for improvements. Here at St Oswald's, we welcome your feedback and suggestions as to how we could develop our services.

**Feedback boxes and/or comments books** are located at all reception areas, in the Patient Smoking Room and in all our shops. Please complete the appropriate slip with your feedback.

Alternatively, you can also:

- complete and send in the cut-out suggestion form at the back of this leaflet
- email your comments to: [patientfeedback@stoswaldsuk.org](mailto:patientfeedback@stoswaldsuk.org) or [supportercare@stoswaldsuk.org](mailto:supportercare@stoswaldsuk.org)
- download a form from our website, patient information hub at: [www.stoswaldsuk.org](http://www.stoswaldsuk.org)

All comments are given consideration and if possible the suggested improvements will be made. We acknowledge all suggestions where contact details have been provided.

### Compliments

We welcome all feedback and hearing about how you are happy with the services provided is always a welcome boost to staff and volunteers. All written compliments are shared with the team/s and enable us to continue good working practices.

## Complaints

We hope that you will not have cause for complaint but if you're unhappy with something, then please let a member of staff know.

If you prefer, you can ask a friend or relative to speak for you. We'll always do our best to solve any problems or issues that you might have.

If you are not satisfied with this initial response to your concerns however, a formal complaint can be made and the necessary investigations will be carried out.

You are welcome to make your formal complaint in writing or by email. If you require assistance putting your complaint down on paper, please ask.

In the first instance, a written complaint should be made to our Chief Executive using the contact details overleaf.

Alternatively, you can write to the Care Quality Commission, the independent regulators, who can also investigate your complaint for you.

## Complaints Policy

St Oswald's has a formal complaints policy which will be followed in the case of all written complaints. A copy of the policy is available from a member of the nursing team should you wish to see it.

We aim to make a written or email response to you within 20 working days. Should the investigation take longer, we will keep you updated.

## Contacts

Chief Executive  
St Oswald's Hospice  
Regent Avenue  
Gosforth  
Newcastle upon Tyne  
NE3 1EE

Telephone: 0191 285 0063  
Email: [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

### **Alternatively, please contact:**

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

National Contact Centre Telephone: 0300 061 6161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

We have also provided 'Other useful contacts' overleaf which you may find of use.