

Have your say

**Compliments, comments,
complaints and 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 (the independent regulator of health and social care services in England).

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**.

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 and in 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 or supportercare@stoswaldsuk.org
- Complete our enquiries form on the 'contact us' section of our website: 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.

If you would like help to get your views heard, you can request the help of an advocate. Ask a member of staff for our leaflet or alternatively contact details for advocates can be found on pages 5 and 6 of this booklet.

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.

Duty of Candour

Duty of candour is a statutory regulation which applies to healthcare providers in England. Candour means frankness, openness and honesty.

At St Oswald's we are open and honest with individuals and families about their care and treatment. If something goes wrong, we will explain what has happened, provide support, and apologise. For more information about duty of candour please speak to a member of staff.

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, relative or professional advocate 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.

A written complaint should be made to our Chief Executive using the contact details overleaf.

You can also write to the Care Quality Commission, the independent regulators. They won't be able to investigate your complaint but they will record your feedback. Other services that provide advice about concerns can be found overleaf.

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

St Oswald's Hospice

Chief Executive

St Oswald's Hospice

Regent Avenue

Gosforth

Newcastle upon Tyne

NE3 1EE

Telephone: 0191 285 0063

Email: enquiries@stoswaldsuk.org

Care Quality Commision

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

National Contact Centre Telephone: 0300 061 6161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Patient Advice and Liaison Service (PALS) - provides information and can help to resolve concerns quickly. Please see contact details below.

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

0800 032 0202

Sunderland and South Tyneside:

0191 5667074

South of Tyne:

0800 3284397

Gateshead PALS:

01914416616

Other useful contacts

NHS Independent Complaints Advocacy (ICA) provide advice, information and support to people who may need help in raising concerns.

Telephone: 0808 802 3000

Website: 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 8737

Email: information@skillsforpeople.org.uk

Website: www.skillsforpeople.org.uk

The **Department of Health's** website has information about the NHS complaints procedure: 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

Website: www.ombudsman.org.uk

Healthwatch wants to understand the needs, experiences and concerns of people who use health and social care services - whether that is positive feedback or a complaint. You can find your local Healthwatch by calling 03000 683 000 or by visiting www.healthwatch.co.uk. Please note your local Healthwatch is based on your local authority.



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, or send it to Christine Allen at our Hospice address overleaf. Thank you.

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

Website: www.stoswaldsuk.org

Registered Charity No. 503386