



HAVE YOUR SAY

We're dedicated to acting on your feedback. Good or bad, we're listening.



We value your feedback

If it's important to you, it's important to us. Your thoughts and concerns on our services help us to continue to improve.

We strive to provide the highest level of care in line with your needs, respecting your right to be involved in decisions which affect your care.

Whether you have a comment, compliment or complaint, we're listening to what you have to say.

Giving positive feedback

Have you been satisfied with our services as a patient, carer or family member? It would be helpful for us to hear your feedback on what we've done well, in your own words.

Positive feedback can have a powerful impact on our staff and volunteers, providing encouragement for the many different ways in which they contribute to John Taylor Hospice.



Giving negative feedback

If you feel we've let you down, please speak to a member of staff to make sure they're aware of your concerns. Your experience matters to us and we'll do everything we can to put things right. In many cases, a problem can be solved simply by having a conversation with the people involved.

Negative feedback is tough for us to hear but it's vital that we find out what went wrong so we can learn lessons and improve.

How can I give my feedback?

- Email enquiries@johntaylorhospice.org.uk or send a letter or card to: Governance Team, John Taylor Hospice, 76 Grange Road, Birmingham B24 0DF
- Write directly to our CEO Penny Venables at the same address
- Visit www.patientopinion.org.uk which is an independent feedback website for healthcare providers
- Ask a member of staff about our Every Story Matters sessions – these give patients and relatives the chance to talk in detail about their experiences

Our promise to you

If you choose to write to us with your concern, we'll acknowledge it within three working days of receipt.

To make sure we've understood your concern, a member of staff may seek to contact you on your terms. You'll have the opportunity to talk through your experience in more detail and let us know how you want your complaint to be resolved, what outcome you want and how long you think this should take us.

We will aim to give a full response within 30 working days, if we are unable to fulfil this we will inform you. In the meantime, you'll have the name and contact details of the person investigating your complaint so that you can ask them any further questions or note any additional concerns.

We'll keep in contact with you to explain where we're up to, especially if there are any delays or complications. Your complaint will be treated with sensitivity, respect, dignity and fairness throughout every stage of the process.