



# JOHN TAYLOR HOSPICE

## COMMENTS, COMPLIMENTS AND COMPLAINTS

John Taylor Hospice aims to enhance our patients' quality of life and to provide excellent specialist palliative care and support to our patients, their families, carers and friends. We are committed to providing a high quality service so it is really important for us to know if your experience of John Taylor Hospice has met your expectations, or whether there is anything we can do to improve our services.

### COMMENTS

We are always interested to hear your views and comments. Comments enable us to look objectively at what we do. If you have any suggestions as to how we can do things better you can let us know by completing the form on the back of this leaflet.

### COMPLIMENTS

It is always reassuring and motivating to know that we are meeting the high standards of service and care that we set for ourselves. If you are particularly pleased with the care you have received or the service we provide, we would be delighted if you would let us know by completing the form at the back of this leaflet.

Compliments will be passed on to the people or team concerned. All compliments are stored electronically and we may sometimes use your compliments or praise in hospice publications.

### COMPLAINTS

Whilst we strive to provide excellent standards of care at all times, we may sometimes get it wrong. Complaints are seen as a valuable source of feedback and as a way of changing what we do to improve the services we offer, if you have a complaint

about us, we'd like to be the first to know so that we can attempt to put things right and review how we do things in the future. All complaints are taken seriously and investigated fully. If you wish to make a complaint, you can do so either **verbally or in writing**.

## VERBAL COMPLAINTS

Ask to speak to the nurse in charge or the manager of the service and tell them that you wish to make a complaint. Explain the issue that is concerning you, giving as much detail as possible. Often they will be able to deal with the problem straight away as it may be due to a misunderstanding. If you do not want to do this, or it is not possible or appropriate, you can raise a written complaint.

## FORMAL COMPLAINTS

If you prefer to put your complaint in writing please include as much detail as possible in your letter and address it to Governance Team.

Address:

John Taylor Hospice, Governance Team, 76 Grange Road, Erdington, Birmingham B24 0DF

Telephone: 0121 465 2000

Email: [jth.governanceteam@nhs.net](mailto:jth.governanceteam@nhs.net)

## COMPLAINTS PROCESS

We will get back to you within three working days and we will invite you to talk to the person investigating your complaint. We aim to resolve all complaints within 28 working days. We will carry out an assessment and full investigation of your concern and we will share our findings with you. If you are dissatisfied with our initial response to you, please let us know so we can have an opportunity to address the areas/points with which you are still unhappy. Should you still not be satisfied and wish to take your complaint further, depending on the nature of your complaint, there are external bodies you can contact such as the:

## HEALTH SERVICE OMBUDSMAN

Address:

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

Telephone: 0845 015 4033 (from Monday to Friday, 8am to 6pm)

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

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

## YOUR COMMENTS

Is there anything in particular that you have appreciated at John Taylor Hospice?



Is there anything that your are not happy about or that you feel needs improving?

Please use the below space to make any compliments about the services provided by John Taylor Hospice

Please email your response to [jth.governanceteam@nhs.net](mailto:jth.governanceteam@nhs.net) or post it to John Taylor Hospice, Governance Team, 76 Grange Road, Erdington, Birmingham. B24 ODF. Thank you for giving us your feedback.

**Thank you for giving us your feedback.**