



John Taylor Hospice
76 Grange Road
Erdington
Birmingham B24 0DF
Tel: 0121 465 2000
www.johntaylorhospice.org.uk

Complaints at John Taylor Hospice

Help us get it right

John Taylor Hospice aims to enhance our patients' quality of life and to provide excellent specialist palliative care support to our patients, their families, carers and friends. We are committed to providing a high quality service. This may be within the Inpatient Unit, our community services such as Hospice@Home, in our shops, through fundraising or at one of our events. 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.

However sometimes things do go wrong. You may want to complain or tell us about your concerns or suggest improvements. This leaflet tells you what to do if you have a complaint.

Who can complain?

Anyone can make a complaint. However, if you are not the patient then their written consent or proof that you are their next of kin, or have Lasting Power of Attorney for their health and welfare, will be required for us to provide specific details of care. Complaints can be made about care given to a patient who has died but for us to provide specific details of care you must be their next of kin, or executor or beneficiary of their will.

Can I make a complaint at any time?

It is important that you make your complaint as soon as possible after the problem arises. We will only investigate complaints that are made within either:

- 12 months of the event or
- 12 months of the matter coming to the notice of the complainant.

If there is a good reason for a complaint not being received within 12 months, we will use our discretion about whether to investigate but this may not always be possible. The sooner you mention what is troubling you, the better the chance of getting something done for you or your family.

How do I complain?

You can complain verbally or in writing.

Verbal Complaints

We aim to resolve matters as quickly as possible so, you should complain at the time of the incident to the senior person on duty in the department concerned. 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.

How do I write a complaint?

A written complaint can be made by letter or by email. In the first instance all written complaints should be directed to Governance Team.

The postal and email addresses are:

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

Telephone: 0121 465 2000

Email: jth.governanceteam@nhs.net

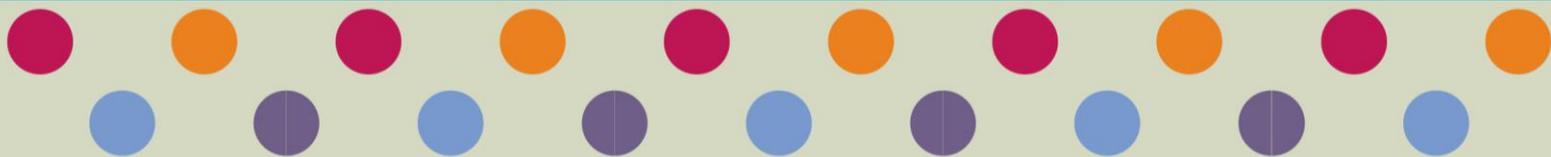
What happens when I make a complaint?

When you make a written complaint, you should receive a letter acknowledging your complaint within three working days. The person dealing with your complaint will then investigate it on your behalf to find out what happened. This may mean talking to staff who have been involved, and reviewing assessments and parts of your health records. If you would like to talk through your complaint with those concerned, ask for a meeting. Your complaint will be dealt with in confidence and will only be discussed with those who need to know. You or your family will not be penalised and your relationship with the hospice and the care being provided will not be adversely affected by making a complaint. You will be sent a final response which will detail the investigation and provide any learning or actions to be implemented.

How long does it take you to respond?

This depends on the concern that has been raised. Many complaints can be resolved at the time they are made, whilst others may take a matter of days or even longer.

If you complain verbally and your complaint cannot be completely resolved immediately, the details of your complaint will be recorded and it will be treated in the same way as a written complaint. Our initial response to you will be a letter of acknowledgement within 3 working days. We will then aim to respond fully within 28 days of receiving your complaint. If more time is required, we will always inform you and, if we anticipate our response to take longer than 28 working days and the reasons for this.



What if I am dissatisfied with the response?

We take complaints very seriously and investigate each case in full. Every effort is made to understand what happened, to explain this to the person making the complaint and to ensure that any necessary changes are made to our practices. 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.

Health Service Ombudsman:

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

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0845 015 4033
0845 015 4033 (from Monday to Friday, 08.00 to 18.00)

Website: www.ombudsman.org.uk

