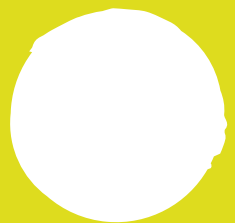


# We're listening

Tell us about your experience...

Comments, Compliments and Complaints



At North Devon Hospice we continually strive to provide outstanding quality care for our patients and their loved ones facing a life limiting illness. As someone we care for, your views are so important to us whether it's a comment, complaint or compliment. We will review every form that is returned to us with the aim of ensuring our care is as good as it can be each and every day.

We will ensure that all concerns and complaints are investigated and dealt with confidentially. Raising a concern or complaint will not have any impact on how you are treated or cared for.

## Sharing your views with us

Whether you've had a good or not so good experience with us, or have a comment that might help us to improve our service, we really want to hear about it. You can share your views with us in any of the following ways:

### **Talk to us**

You can speak to any member of the team caring for you, either in person or by phone on 01271 344248, or you can speak with someone more senior, this will often help resolve your concerns quickly.

If you would prefer to speak to someone not directly involved in your care and treatment, you can ask to speak with a member of our Senior Management Team.

If you are not satisfied with the response from our Senior Management Team, you can speak to our Chief Executive.

### **Email**

Send to our Quality Lead at [feedback@northdevonhospice.org.uk](mailto:feedback@northdevonhospice.org.uk)

## **Complete a survey**

You will be given a survey to complete when you use our services. This is an anonymous survey collated by an independent company 'iWantGreatCare' who publish the results on their website. You can choose how to complete an iWantGreatCare survey:

### **1) Paper survey**

Complete an iWantGreatCare survey and either return it in the envelope provided, put it into our feedback box in Deer Park main reception or via our bedded unit, or at The Long House, Holsworthy.

### **2) Website survey**

You can complete an iWantGreatCare survey electronically via our website [northdevonhospice.org.uk/we-care/please-give-us-your-feedback/](http://northdevonhospice.org.uk/we-care/please-give-us-your-feedback/) or via the iWantGreatCare website [northdevonhospice.iwgc.net](http://northdevonhospice.iwgc.net)

## **Write to us**

You can write to the team involved in your care, to the Quality Lead or Chief Executive at North Devon Hospice, Deer Park, Barnstaple, EX32 0HU. All written complaints will receive a written acknowledgment within 2 working days and you will receive written confirmation of the outcome of an investigation and any actions to be taken within 21 days. Where we can't give you feedback within this time frame, we will keep you informed of our investigations and actions until we are able to give you formal feedback.

If in the event you are still not satisfied with the outcome of an investigation you can request that North Devon Hospice Board of Trustees hear your complaint by writing to: Chair of Board of Trustees, North Devon Hospice, Deer Park, Barnstaple, EX32 0HU.

## **Care Quality Commission**

You can raise any concerns with our regulatory body at any time by contacting Care Quality Commission on 03000 616161, you can also visit their website [cqc.org.uk](http://cqc.org.uk)

If, for any reason, you are still unhappy that your complaint has not been resolved to your satisfaction, you can contact the Health Service Ombudsman on 0345 015 4033 or write to: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. You can also visit their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)