

St Leonard's Hospice

CARING FOR LOCAL PEOPLE



# Compliments, comments and complaints

## **Let Us Know How We Are Doing**

*The Hospice aim is to enhance our patient's quality of life and provide support their families, carers and friends. We are totally committed to providing a quality service. This may be within the Hospice ~ on the in patient unit, in day care, in a clinic, in one of our shops or at a fundraising event.*

We can only improve or change our service with your help. You are in the best position to tell us how we are doing. We enjoy receiving compliments, welcome comments on improving or changing our services and sometimes we get it wrong and receive a complaint which we would hope to rectify immediately or following an investigation. Even complaints are seen as positive and as a way of changing what we do to improve the services we offer.

If you need any help or assistance with a compliment, comment or complaint please ask any member of staff.

## **What Happens to Compliments?**

Your comments are passed onto the member of staff, volunteer, team or department being complimented. Compliments are always welcomed and once the comments have been circulated they are placed in a folder available to all staff, volunteers and Trustees. Sometimes we may write to you and ask permission for your compliments or praise to be used in Hospice publications. We will ask you to confirm your agreement in writing. Personal details will be kept anonymous.

## **What Happens to Comments?**

Comments are welcome to help us look objectively at what we do. We invite comments relating to all aspects of the Hospice from food to the environment and the shops. When making a comment you may have a possible solution or idea, please share them with us. The Chief Executive will acknowledge comments in writing within 5 days.

## **What Happens When I Complain?**

Most difficulties can be resolved quickly and easily by speaking with the Sister, Senior Nurse In Charge, Department Manager or Shop Manager. Don't forget to ask for their name. If you prefer you may wish to speak with a member of the Executive Team or the Senior Manager On Duty (although they may not be on the premises).

If we receive a complaint we will send you a letter confirming that we have received and recorded your communication within 2 working days of its receipt.

A Senior Manager will be instructed to investigate your complaint and the Chief Executive will aim to send a full response to you within 20 working days of receipt of your communication unless there are complexities that make this impossible. In these circumstances a letter explaining the delay will be sent to you.

If the complaint is justified we will let you know how we intend putting it right to prevent it happening again.

If you are not satisfied with the response you receive you may request a copy of our complaints procedure.

In all matters relating to patient care you have the right to contact the Healthcare Commission at any stage.

## **Key Contacts**

Martyn Callaghan Chief Executive  
Sue Spence Director of Clinical Services  
Dr Sarah Anderson Medical Director & Consultant in  
Palliative Medicine  
Janet Morley Director of Fundraising

Sue Taylor Senior Sister - In Patient Unit  
Yvonne Yuksel Sister - In Patient Unit  
Barbara Jackson Sister ~ Day Care

Helen Moreton Retail Manager

## **Address**

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

The Hospice relies almost entirely on the generous support of the local community to fund the care we provide. In 2006/2007 the income required is 2.3 million pounds. That's £286 per hour or £6,866 per day. Every penny counts and donations are always welcome.

No charge is made to patients or their families for the care offered.

*Thank you for support and helping us care for local people*