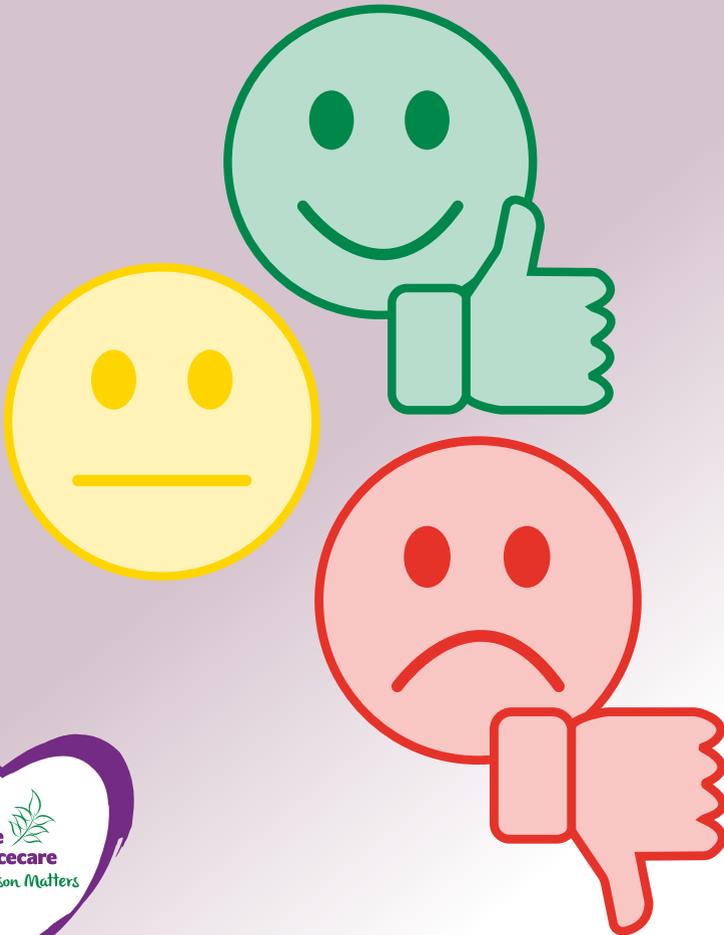


How did we do today?



Whether you're happy or unhappy with the care or service we have provided to you or your loved one we want to hear from you.

We work very hard to provide the highest standards of care and service to our patients, their families and our supporters. However, we are aware that we may not always get it right.

We hope you will tell us when we have got things right for you and perhaps when things did not go so well. It is very important to us that we hear from you so that we can use your feedback to continually improve our services.

Compliments

If you would like to tell us when something has gone well, you can speak personally to the member of staff or put your feedback in writing there is a form at the back of this leaflet which you can post in one of the feedback boxes situated around the hospice.

How do I raise a concern or make a complaint?

We would like to address any concerns you may have as soon as they arise. Problems can often be addressed immediately. Please do not hesitate to make your views known to any member of staff.

If this does not resolve your concern, or you feel the matter is of a more serious nature, you can make a formal complaint verbally to the head of the relevant service or to a member of the Quality Governance and Patient Safety Team. Complaints and concerns can also be made in writing to the Chief Executive via the email or at the postal address on this back of this leaflet.

What happens next?

We will contact you within three working days of receipt of your letter or email, to confirm the complaint has been received and notify you of the action the Chief Executive intends to take.

If you are in agreement and have provided us with a contact number we may contact you by telephone and may arrange to meet with you to discuss your concerns further.

The Chief Executive or a nominated Senior Manager will then carry out a full investigation. We will do all we can to answer your complaint as soon as possible and will agree with you the timescale for us to give you a detailed response, informing you of the outcome of the investigation and the proposed action to be taken. If unavoidable delays arise during the investigation or it is not possible to reply to you within the agreed timescale, we will keep you informed of progress and send you a letter explaining the delay.

What if I'm still not satisfied?

We hope that the information you receive following your complaint brings about a satisfactory outcome, however if you are dissatisfied following investigations into your complaint, you can contact Healthwatch Derbyshire, the Care Quality Commission or the Fundraising Standards Board at the addresses on the back of this leaflet.



Your Feedback and Comments

Please use this form to provide us with any feedback and comments you may have about the services we have provided.

Are you a:

Patient Carer Family member Supporter/Donor
Friend/Visitor

Other (Please state)

Which service(s) have you accessed?

In Patient Unit Day Hospice Care at home Lymphoedema
Shops/Coffee Shops Ashgate event

Other (Please state)

How does your experience compare to what you expected?

Is there anything you feel our services are missing or are there ways we could improve on service effectiveness?

Other comments

Please use the space below to tell us about any other comments or feedback you have about Ashgate Hospicecare.

If you would like to receive a follow up from your comments please feel free to leave contact details below and we will be in touch.

Name

Contact number

About Ashgate Hospicecare

As a charity, Ashgate Hospicecare provides care to patients across North Derbyshire at the hospice and in the community, all free of charge.

For patients with the most complex of needs, we have an Inpatient Unit, however most of our patients are cared for at home and can attend our Day Hospice if their symptoms need close monitoring. We have a team of specialist nurses and healthcare professionals who visit patients at home, which enables them to stay in familiar surroundings for as long as possible.

Ashgate Hospicecare is mainly funded through donations, gifts in Wills and income raised through our shops and coffee shops. Patients with any life-limiting illness can access Ashgate Hospicecare's specialist services through a referral, normally through their GP.

Contact...

Ashgate Hospicecare, Ashgate Road, Old Brampton,
Chesterfield, Derbyshire S42 7JD

T: 01246 568801

E: complaints@ashgatehospicecare.org.uk

www.ashgatehospicecare.org.uk



Registered with
**FUNDRAISING
REGULATOR**



Other organisations you can contact

Healthwatch Derbyshire

Suite 14, Riverside Business Centre, Foundry Lane,
Milford Derbyshire, DE56 0RD

T: 01773 880786

www.healthwatchderbyshire.co.uk

Care Quality Commission

City Gate, Gallowgate, Newcastle upon Tyne, NE1 4PA

T: 0300 061 6161

www.cqc.org.uk

Fundraising Standards Board

65 Brushfield Street, London, E1 6AA

T: 0333 321 8803

www.frsb.org.uk