

## Have your say

### do I have to pay for services from Phyllis Tuckwell?

No, all services offered at Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support.

We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or look on our website .

Thank you.

### is Phyllis Tuckwell regulated in any way?

Yes, we are inspected by the Care Quality Commission (CQC) and have to comply with many general as well as specific standards. If you would like to see a copy of our latest report, please ask a member of staff.

Alternatively you can view the full report on the CQC website. The website also provides you with an opportunity to tell the CQC about your experience at PTHC.

Care Quality Commission  
Citygate, Gallowgate, Newcastle upon Tyne  
NE1 4PA

Tel: 03000 616161 Fax: 03000 616171  
www.cqc.org.uk

### contact names and details should you wish to comment:-

Should you wish to discuss an issue, please ask to see the relevant department manager or one of the Senior Management Team listed below.

#### **Sarah Brocklebank**

Chief Executive  
sarah.brocklebank@pth.org.uk

#### **Jayne Holland**

Director of Patient Services  
jayne.holland@pth.org.uk

#### **Cate Seton-Jones**

Medical Director  
cate.seton-jones@pth.org.uk

Phyllis Tuckwell Hospice Care  
Waverley Lane, Farnham  
Surrey GU9 8BL

The Beacon Centre,  
Gill Avenue, Guildford,  
Surrey GU2 7WW

Phyllis Tuckwell Memorial Hospice Ltd.  
Registered Number 1063033. Registered Charity Number 264501.

Tel: 01252 729400  
Email: mail@pth.org.uk  
www.pth.org.uk



Nicky - HR

April 2017



## why do you need my views?

***We strive to offer an excellent service but it is sometimes difficult for us to know whether we are getting it right or not. If we are doing well we would like to know, so that we can tell staff and maintain the good work.***

***If any aspect of our service has not come up to your expectations then we would also like to be told so that we can try to improve what we are doing.***

## how can I make my views known?

There are several ways that you can do this:

- You can talk to a member of staff.
- You can complete a comment card and post it into one of the boxes in the Hospice, at the Beacon Centre or leave it at reception.
- You can email or write to us.

Any of the above can contribute to our service development by giving us your feedback.

## how else do you get feedback about Hospice Care services?

Phyllis Tuckwell undertakes a number of questionnaires every year. It also gathers feedback from patients and carers on a wide variety of topics.

In addition to this, we undertake an annual patient satisfaction survey. Patients who have been discharged from the In-Patient Unit and patients attending the Day Hospice are asked to complete a survey about their experience.

## can I see the survey results?

Yes, you are most welcome to; results are displayed in the display racks around the Hospice.

## what if I have a complaint?

If you feel we have not got it right, it is best to try and sort it out straight away. Please be assured that:

- Your complaint will be treated in confidence.
- It will not affect you or your relatives' treatment in any way.

Complaints can often be sorted out immediately so do not hesitate to make your views known to the person in charge of the department. If you would like to speak to a member of the senior management team please ask the person in charge to contact one of them.

## what happens to my complaint next?

If you make a written complaint you will receive a written response. This will be within two working days of when the Chief Executive or a Senior Manager receives your complaint. The matter will then be investigated fully and you will receive a full response within 20 working days. If for some reason there is a delay then you will be notified and an explanation given.

## will my complaint be kept confidential?

All complaints are treated in confidence and will not be filed in a person's Health Record.

## who do I write my compliments, comments or suggestions to?

There are 'Have your Say' boxes in the Hospice. They are located in the main reception, and in the In-Patient Unit.

If you would like to comment on any aspect of the service you may use these cards. Alternatively you can write to or e-mail the Chief Executive or a member of the senior management team (addresses on the back of this leaflet).