

Have your Say

Your feedback matters to us



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

Peter Foxton

Director of Income Generation

peter.foxton@pth.org.uk

Large print version available on request.

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

February 2020

- The **Fundraising Regulator** offers the public a 'mark of reassurance' to look for when



giving to charities, and they handle public complaints about how their members raise money. They're here to help you give with confidence, so when you put money in a tin, sponsor someone or receive a mailing, you can look for the logo – it's your mark of reassurance. They represent an important commitment by charities to ensure that the public can continue to give with confidence to a sector that last year raised £8.9 billion. Fundraising Regulator, 2nd Floor, CAN Mezzanine 49-51 East Road London, N1 6AH
www.fundraisingregulator.org.uk/more-from-us/contact-us



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 Phyllis Tuckwell 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 and Beacon Centre.

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

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

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).

what if I have any concerns or wish to make a complaint?

If you feel we have not got things right, please let us know as soon as possible as we would like to try to sort it out straight away. We are keen to learn from any concerns to improve our service. Please be assured that:

- Your concerns and complaints will be treated in confidence.
- It will not affect you or your relative's/ friend's treatment in any way.

Complaints can often be sorted out immediately, so do not hesitate to make your views or concerns 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?

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.

is Phyllis Tuckwell regulated?

Yes, there are two regulators:

- We are inspected by the **Care Quality Commission (CQC)**



and have to comply with many general as well as specific standards. Please ask a member of staff to see our latest report. 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 www.cqc.org.uk