


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 PT. Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Tel: 03000 616161 www.cqc.org.uk

- 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

contact details for us:-

Sarah Church - Chief Executive
sarah.church@pth.org.uk

Catherine van't Riet -
Director of Patient Services
catherine.vanriet@pth.org.uk

Cate Seton-Jones - Medical Director
cate.seton-jones@pth.org.uk

Jenny Peat -
Director of Income Generation
jenny.peat@pth.org.uk

**contact details for our
NHS Integrated Care Boards
and PHS Ombudsman:-
NHS Frimley**
scwcsu.palscomplaints@nhs.net

Surrey Heartlands
syheartlandsicb.complaints@nhs.net
PHSO
www.ombudsman.org.uk

Large print version available on request.

Phyllis Tuckwell

Waverley Lane, Farnham
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The Beacon Centre,
Gill Avenue, Guildford,
Surrey GU2 7WW

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

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Email: mail@pth.org.uk

www.pth.org.uk

Have your Say

Your feedback
matters to us



January 2025

Phyllis Tuckwell[®] 
Hospice Care
...because every day is precious

how can I make my views known?

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 be able to let our staff know, so that we can maintain the good work.

If any aspect of our service or facilities have not come up to your expectations, then we would also like to be advised, 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 'Have your Say' comment card and post it into one of the boxes on the In-Patient Unit, at the Beacon Centre or at Headway House.
- You can email or write to us.
- You can complete the online form on our website.

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

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

If you prefer, you can write to or email the chief executive or a member of the Senior Management Team (addresses on the back of this leaflet).

how else do you get feedback about Phyllis Tuckwell services?

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

can I see the survey results?

Yes, you are most welcome to; a summary of our survey results are published in our Quality Matters newsletter. The latest Quality Matters is displayed on our notice boards at our In-Patient Unit and Beacon Centre.

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. 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 quickly, 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 a member of staff 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.

what do I do if I am unhappy with a complaint response?

If you have further queries or concerns, Catherine van't Riet (director of patient services) or Jenny Peat (director of income generation) will re-investigate and write to you with their findings, or arrange a meeting.

If your complaint or concern relates to patient care, you are welcome to request a meeting with Catherine van't Riet to discuss this.

If you remain unhappy with the response, please write to or email the chair of trustees (chair@pth.org.uk) who will independently review, and can arrange a meeting with Sarah Church (chief executive), a relevant trustee and relevant managers.