

Concerns, Complaints and Compliments

Information for patients, families & friends

Raising a concern or making a complaint

We know that sometimes things might not go as planned, and if you have any worries, we're here to help fix them quickly. Your feedback is really important because it helps us do better.

If you have a concern or a complaint, please raise it with a member of the Hospice team straight away. You can talk to any of our staff members about what's on your mind, and they will do everything they can to assist you.

If your concern is not resolved or you feel it is more serious, you can make a formal complaint. You can either:

Write a letter to:

Executive Office

Rowans Hospice

Purbrook Heath Road

Waterlooville, Hants, PO7 5RU

or

send us an email to:

concernscomplaints@rowanshospice.co.uk

We would encourage you to raise your concern or complaint as soon as possible and preferably within 12 months of the incident.

What happens next

When we receive your complaint, we will write to you within 3 working days to acknowledge your concerns and explain what comes next. Your complaint will be investigated and responded to within 20 working days of the initial receipt of the complaint. There are times when an investigation requires additional time to reach a satisfactory conclusion, however we would provide you an explanation and an update will be given. Once we've finished investigating, we will share the outcomes with you, along with any recommendations and the actions we plan to take.

If you are still unhappy with our response

Should our response not fully address your questions or meet your expectations, and you wish to pursue your complaint further, please contact the Parliamentary Health Ombudsman (PHSO) or Care Quality Commission. The details are provided on Page 4.

Patient Advocacy Services

If a patient or relative wishes to make a complaint and requires assistance, they can contact the Patient Advocacy Service who will be able to provide support.

The Independent Advocacy Service:

- Provide advocates who can represent people in situations where they require support to express their views and needs
- Can help with difficult situations and enable patient/carer to exercise their rights e.g. housing matters, complaints and disagreements about the service. Please refer to 'Accessing Independent Advocacy Guidelines' for contact details.

External support for the complainant can also be obtained from the Independent Complaints Advocacy Service (ICAS) via the below contact details:

Telephone: 030 0456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

ICAS is the Independent Complaints Advocacy Service, commissioned by the Department of Health to give people support if they have a complaint regarding their National Health Service treatment.

Compliments, Comments and Suggestions

We really enjoy hearing from you, whether it's something good, a nice comment, or if you have an idea to share.

We have an instant feedback form/survey that you can access by scanning this QR code with a mobile phone or tablet. The form is very short and easy to complete. Here you can give a compliment, a suggestion or just give general feedback on our hospice services and specifically your experience.



Scan Me



You can also fill in the feedback form by visiting our website:
www.rowanshospice.co.uk/contact-us/

Or, if you prefer to speak to someone, please contact Rowans Hospice and ask to speak to Jenny or Kayleigh in the Quality Hub. Alternatively, please email: qualityhub@rowanshospice.co.uk

Contacts

Rowans Hospice

Purbrook Heath Road, Waterloooville,
Hampshire, PO7 5RU
02392 250001
concernscomplaints@rowanshospice.co.uk
www.rowanshospice.co.uk

Other organisations you can contact:

Parliamentary Health Ombudsman (PHSO)

The Ombudsman,
The Health Service Commissioners Office for England
Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033
Email: phso.inquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Care Quality Commission

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

Details of how we use personal information can be found in our Privacy Notice, which is available at www.rowanshospice.co.uk/privacy-policy/