

Rowans Hospice is a voluntary and independent hospice which exists to provide the highest quality specialist end of life care to patients with life-limiting illnesses living in the Portsmouth and South East Hampshire area.

We guide and support patients and those closest to them through the journey of their illness every step of the way.

We offer specialist support wherever it is needed, at the Hospice, at home and in the local community.

Rowans Hospice  
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Waterlooville  
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PO7 5RU

023 9225 0001

[www.rowanshospice.co.uk](http://www.rowanshospice.co.uk)

# Rowans Meerkat Service

## *Complaints, concerns and feedback*

Information for children, young  
people and their families



## Your experience of Rowans Meerkat Service

We really hope you're happy with the service you've received from Rowans Meerkat Team but we understand that sometimes, we might not get everything quite right. If this happens, we want to know about it so we can help to make things better. Rowans Meerkat Service has been created for children and young people so your opinion matters to us, we want to hear about the good stuff and we want to hear about the not-so-good stuff too.

We will always aim to sort out difficulties as soon as they happen. If you are worried or unhappy about the care you have received from Rowans Meerkat Service, please talk to a member of the team as soon as possible. You might want to ask your parent/guardian to help you to have this conversation.

Please know that raising a concern or making a complaint will not affect the support you receive from Rowans Meerkat Service either now or in the future. We promise to listen carefully, find out what went wrong and do everything we can to resolve the difficulty.

Respecting your privacy is really important so information about what has happened will only be shared on a need-to-know basis (e.g. with our bosses at the Hospice).

## What if I wish to make a complaint?

If we have been unable to resolve the difficulty and you wish to make a complaint, there are a number of ways to do this:

**Face-to-face:** You or your parent/guardian can speak to Sophie de Bere who is the Lead for Rowans Meerkat Service to let her know that you wish to make a complaint. You can also ask to speak to Erika Lipscombe who is part of the Hospice's senior management team.

**By email:** With your parent/guardian, you can email us at: [rowanshospice.meerkatservice@nhs.net](mailto:rowanshospice.meerkatservice@nhs.net) (this inbox is monitored by everyone within the Meerkat Team)

Or

[jo.fricker@rowanshospice.co.uk](mailto:jo.fricker@rowanshospice.co.uk) (Jo is the Director of Care. This inbox is monitored by Jo and her PA)

## What happens next?

A senior member of staff will contact you and your parent/guardian within two working days of receiving your complaint to reassure you we have received your email.

We will invite you and your parent/guardian into the Hospice to talk through your experience of what has happened.

Once we've spoken to you, the Rowans Hospice will explore everything that happened around your complaint. The person investigating your complaint will keep you updated. They will also answer any questions you might have and tell you what the Rowans Hospice is going to do to make things better.

More information about what you can expect from us if you make a complaint can be found within the complaints procedure, on the Hospice website: <https://www.rowanshospice.co.uk/complaints-procedure/>

## Please share your views with us

In order for us to continue to improve the service we provide to children and their families, we welcome any feedback you can offer. Your views are important so please share honest feedback and any other comments or suggestions you might have.

You can write any comments you have below and hand to a member of the Rowans Hospice team. Alternatively, you can email us at: [rowanshospice.meerkatservice@nhs.net](mailto:rowanshospice.meerkatservice@nhs.net)

## Comments:

If you would like a response to your comments, please fill in your details below.

Name:

Address:

Email:

Telephone: