Important information

Please make any comments, suggestions, compliments or complaints below. All responses are treated as confidential. You can return this form by giving it to a member of staff, handing it into reception or by posting it to Gerard Bowden, Quality & Patient Experience Lead at St Joseph's Hospice, Mare Street, Hackney, London E8 4SA. Please include your name and contact details if you would like a response.

St Joseph's Hospice, Mare Street, London E8 4SA
020 8525 6000 info@stjh.org.uk
stjh.org.uk @stjohospice
Advocacy Compassion Justice Quality Respect
Charity No. 1113125

St Joseph's Hospice
Serving East London and the City

Comments, Compliments and Complaints

Comments, Compliments and Complaints

St Joseph's Hospice aims to provide the highest standard of care to patients, families and carers affected by life-limiting and life threatening illness. We hope you will be pleased with all aspects of our care and services.

Comments
We are always interested to hear your views and comments. If you have any suggestions as to how we can do things better you can let us know by completing the form on the back of this leaflet. You can, of course, telephone us or speak to a member of staff.

Compliments
It is always reassuring and motivating for all of us to know that we are meeting the high standards of service and care that we set for ourselves. If you are particularly pleased with the care you have received or the service we provide, we would be delighted if you would let us know by completing the form at the back of this leaflet.

Complaints
Sometimes we do not get things right and we would like to hear directly from you if this is the case. If you have any cause for complaint about any aspect of our care or service, do please let us know. You can do this by talking to a member of staff or in writing. We will take your complaint seriously, investigate the matter promptly and keep you informed.

We will deal with all complaints in complete confidence. What to do if you have a complaint If you have a complaint, you may write to or ask to speak to one of our Senior Management Team who will try and deal with your concerns straight away.

Alternatively, you can write to or telephone:

Gerard Bowden
Quality & Patient Experience Lead
St Joseph's Hospice
Mare Street, Hackney
London E8 4SA

Tel: 020 8525 6078
Email: g.bowden@stjh.org.uk

Jacquie Hackett
Director of Care
St Joseph's Hospice
Mare Street, Hackney
London E8 4SA

Tel: 020 8525 6000
Email: j.hackett@stjh.org.uk

We will get back to you within two working days and we will invite you to come and talk to the appropriate Senior Manager to discuss your concerns. You can also complete the form on the back of this leaflet and return it to any member of staff in the Hospice.

Complaints process
We aim to resolve all complaints within 25 working days. We will carry out an assessment and full investigation of your concern and we will share our findings with you. If you are not satisfied with the result of the investigation, our Chief Executive will be pleased to meet with you to discuss this further.

If you are still dissatisfied following this, you may speak to a member of our Board of Trustees or the Care Quality Commission (CQC). Please let us know if English is not your first or preferred language. We will try our best to have an interpreter or health advocates at any meetings. We record every comment, compliment and complaint we receive to enable us to improve our care.

Thank you for helping us to constantly improve our services.