

Please share your views with us

If you would like to tell us about any aspect of our service we would welcome your views:

Your comments:

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

Name:

Address:

Postcode:

Email address:

Tel. number:

Data Protection Act 1998

Your personal details will only be used in connection with the matter you are raising

Our commitment to you

St Barnabas House is committed to being open with patients and relatives. If any problem affects your treatment or care, we aim to be proactive in telling you openly and honestly, what has happened, at the earliest opportunity.

Where necessary we will conduct further investigation and keep you informed. We will also answer your questions and tell you what we are going to do to put the matter right.

The same applies whether we learn of a problem as it occurs, from something that you tell us, or from the investigation of a complaint or incident.



- 📍 St Barnabas House, Titnore Lane, Worthing, West Sussex BN12 6NZ
- ☎ Switchboard: 01903 706300
- 📠 Fax: 01903 706396
- 🌐 www.stbh.org.uk

Registered charity no 256789
© St Barnabas House September 2017



Info

Complaints, concerns and feedback

Information for patients, relatives, and carers



Making your experience count

If you are concerned about the care or service you or a relative are receiving, please talk to a member of staff involved as soon as possible and let them know.

We will always aim to resolve problems as they arise. If you are dissatisfied, or have any concerns, please tell a member of staff and they will do their best to resolve the matter there and then.

Please be assured that raising a concern or making a complaint will not affect your care either now or in the future. We promise to listen carefully, find out what went wrong and do everything we can to resolve the issue. Your details will only be shared on a need to know basis although the subject of the complaint and outcomes may be shared for wider learning.

What if I wish to complain?

If we have been unable to resolve your problem and you wish to make a complaint, there are a number of ways to do this.

Face to face

You can tell a member of staff involved in your care that you want or need help to make a complaint. You can also ask to speak to or discuss your complaint with the senior person on duty or manager in charge.



In writing

You can write to us or complete the form at the back of this leaflet and either hand it to a member of staff or post it to:

Hugh Lowson
Chief Executive Officer
St Barnabas House
Titnore Lane
Worthing
West Sussex BN12 6NZ

By email

You can email us at: h.lowson@stbh.org.uk

This inbox is monitored by the Chief Executive Officer, PA to CEO, Director of Adult Nursing and Director of Children's Services.

What if you remain unhappy?

If you are dissatisfied with our response to your complaint please let us know. We will always do our best to resolve any outstanding issues.

If you remain dissatisfied, you may request an independent review of your complaint by the Health Service Ombudsman, who can be contacted at:

www.ombudsman.org.uk/make-a-complaint

Telephone: 0345 015 4033

Or you can contact the Care Quality Commission (CQC) who are responsible for regulating St Barnabas House

www.cqc.org.uk/content/complain-about-service-or-provider

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

When should you make your complaint?

Ideally, your complaint should be made as soon as possible and within 12 months of realising you have cause to complain.

What happens next?

A senior member of staff will contact you within two working days of receiving your complaint to confirm receipt.

We will contact you to discuss how you wish your complaint to be handled and provide you with a named contact at the hospice.

We will carry out a full investigation, and you will then receive a full response from St Barnabas House within 20 working days.

If there are likely to be any delays with our investigation, we will contact you as soon as possible to explain why.

Thank you for taking the time to make your comments, compliment or complaint. Feedback is an essential part of monitoring and improving our services.

