Your feedback

We aim to continually provide high standards of care throughout all Rowcroft Hospice Services.

Whatever your experience of Rowcroft Hospice – whether as a patient, carer, supporter, customer, volunteer, or in any other capacity – we hope it is the best it can be. If we don't meet your expectations or we exceed them, then we want to know about it. We welcome all feedback – including comments, suggestions, compliments and complaints – and recognise feedback as essential to continuous improvement for all of the services we provide.

How to share feedback

There are a variety of ways you can share your experience or views about our services. You can:

- Speak to a member of staff, who will listen to what you have to say and try to resolve any problems. If they are unable to help, they will explain the next steps available to you.
- Share your story about your care using Care Opinion by asking a member of the team for a feedback form or you can scan the QR code below on your mobile device:

Care Opinion is an independent website. They make it safe and simple for people to share honest feedback about their care.

Care Opinion

- You can email us to share your experience and pass on your feedback using the email address on the back of this leaflet.

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rowcrofthospice.org.uk

Telephone
01803 210800

rowcroft hospice

Registered Charity No: 282723

We may also send other surveys to you throughout the year.

Sometimes your concerns might be resolved quickly, however details of how to make a formal complaint are below.

Raising concerns or making a complaint

We understand that it can be difficult and distressing to complain about care or treatment, particularly if you do not feel well or have recently lost a loved one. We will support you as much as possible by talking to you about your concerns and trying to resolve them.

We can provide access to interpreter services if needed.

You may feel more comfortable speaking with someone not directly involved in your care, or you might wish to make a formal complaint. You can call us on 01803 210844 to discuss your concerns.

You can also write to us:
Patient, Family & Friends Feedback
Rowcroft Hospice
Ella's Gardens
Avenue Road
Torquay TQ5 5LS

Or email us:
feedback@rowcrofthospice.org.uk

All complaints will be shared with our Chief Executive.

We will write to you to acknowledge your complaint within 2 working days and discuss the basis of the investigation with you.

Formal complaints are fully investigated and responded to in writing within 25 working days, and we will share the outcome and learning with you.

We will also offer a face-to-face meeting to discuss the outcome of your concerns if you feel this would help.

In the event you are unhappy with the outcome following a formal complaints investigation, you can request a review of this by the Rowcroft Board of Trustees.

You can also give feedback of your experience to our regulator, the Care Quality Commission.

Care Quality Commission:
03000 616161
www.cqc.org.uk

For more information on our service please visit our website: www.rowcrofthospice.org.uk

If you require this information in an alternative format please call 01803 210800

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