

Feedback, Comments, Concerns & Complaints



**St Vincent's
Hospice**

the little hospice with the big heart

Feedback, Comments, Concerns & Complaints

What it means and why is it important.

Here at St. Vincent's Hospice (SVH) we have a robust system in place to manage, respond to and address all feedback, comments and complaints in an effective, efficient and sensitive way. The Hospice strives for high standards in service delivery and welcomes advice from patients, families, carers and anyone who works or volunteers with us, on all aspects of our services. All advice provided is invaluable in helping us evaluate and improve our work whilst being in line with Scottish Government (2017) Health & Social Care Standards as detailed below:

* I experience high quality care and support that is right for me.

* I am fully involved in all decisions about my care and support.

* I have confidence in the people who support and care for me.

* I have confidence in the organisation providing my care and support.

* I experience a high quality environment if the organisation provides the premises.

We will always ensure that we listen carefully to all feedback, comments, concerns or complaints that are raised and record this in line with GDPR and the Data Protection Act.



**St Vincent's
Hospice**

the little hospice with the big heart



Complaints Procedure

If you have any concerns regarding our services, please discuss this in the first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

Contact details overleaf



**St Vincent's
Hospice**

the little hospice with the big heart

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

T: 0131 623 4342

E: hcis.clinicregulation@nhs.net



**St Vincent's
Hospice**

the little hospice with the big heart

Midton Road

Howwood

PA9 1AF

Tel: 01505 705 635

Scottish Charity No SC006888