

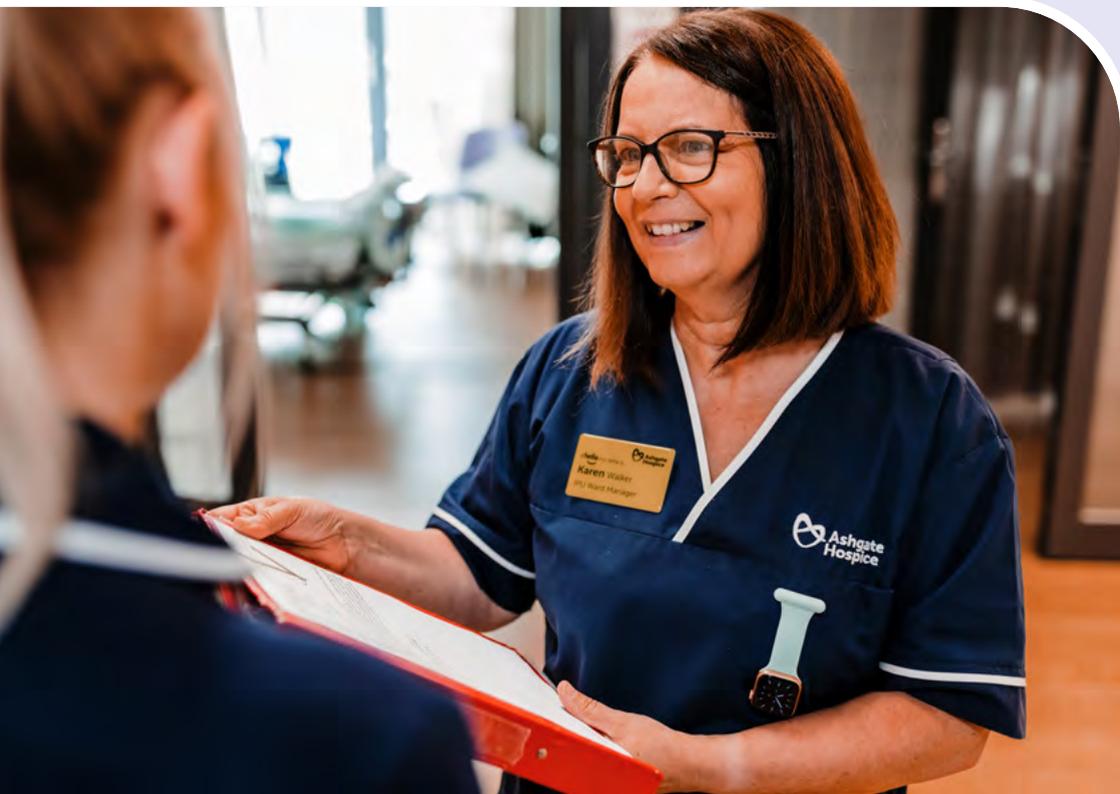
Compliments, concerns and complaints

Information and support for patients,
relatives and carers

Whether you are a patient, family member or supporter of Ashgate Hospice we hope that you have had a positive experience. However, we understand that sometimes things might not go as planned. That's why we value your feedback, whether it's about something you loved or something you think we could improve.

When you share your experiences with us, you're helping us learn and grow. Your feedback will help shape our future and make Ashgate Hospice a better place for everyone.

Every little detail matters to us. If there's something small that stood out to you, whether it's positive or negative, we want to know about it. It's often the little things that make a big difference, and your feedback helps us focus on what matters most to you.



Raising a concern or making a complaint

We know that sometimes things might not go as planned, and if you have any worries, we're here to help fix them quickly. You can talk to any of our staff members about what's on your mind, and they will do everything they can to assist you. Your feedback is really important because it helps us do better.

If your concern is not resolved or you feel it is more serious, you can make a formal complaint. You can talk to the Head of the Service or the Patient Experience and Complaint Lead from the Quality Team. You can also write a letter or send an email to the Chief Executive. Their contact details are on the back of this leaflet. We care about what you have to say and want to make sure everyone gets the best experience possible.

Making a complaint will not affect the care you receive from us.

What happens next?

When we receive your complaint, we will write to you within three working days to acknowledge your concerns and explain what comes next. We really want to understand your concerns, so we'll offer to chat with you either in person or on the phone. The Head of Service will look into your complaint personally, and together, you'll agree on how long the investigation will take. If it ends up taking longer than expected, we'll keep you updated.

Once we've finished investigating, we will share the results with you, along with any recommendations and the actions we plan to take. You can choose how you'd like to receive this information – by email, letter, or whatever works best for you.

If you have further questions or need more information after reviewing the report, please contact us.

If you are still unhappy with our response

Should our response not fully address your questions or meet your expectations, and you wish to pursue your complaint further, please contact the Care Quality Commission, Health Watch Derbyshire or Fundraising Standards Board. We have provided the details on the back of the leaflet.

Compliments, comments and suggestions

We really enjoy hearing from you, whether it's about something good, a nice comment, or if you have an idea to share. You can talk to any staff member or manager when you're here, or you can contact us using the details on the back of this leaflet.

You'll also see special postcards called "It's the little things" around Ashgate Hospice. You can use these cards to share your happy experiences and drop them in the feedback boxes. You'll find these boxes in the Inpatient Unit, Day Services, and near Ashgate Coffee Co. Your feedback makes us happy and helps us keep doing a great job.



Another way to provide feedback on our clinical services

We've made special surveys for all the services we offer at Ashgate. You can tell us what you think about the care you received without sharing your name. We really appreciate it when patients and their loved ones take the time to give us feedback. These surveys help us learn what we can do better and what we're doing well.

The surveys are easy to use. Just scan the QR code below with your phone to start.

If you'd rather fill out a paper survey, just ask a staff member from your care team, and they'll give you one. If you need the survey in a different way, just let us know, and we'll help you out.



Contact

Ashgate Hospice

Ashgate Road, Old Brampton,
Chesterfield, Derbyshire S42 7JD

01246 568 801

complaints@ashgatehospice.org.uk

www.ashgatehospice.org.uk

Other organisations you can contact:

Healthwatch Derbyshire

Suite 14, Riverside Business Centre, Foundry Lane,
Milford, Derbyshire DE56 0RD

01773 880 786

www.healthwatchderbyshire.co.uk

Care Quality Commission

City Gate, Gallowgate,
Newcastle Upon Tyne, NE1 4PA

0300 061 6161

www.cqc.org.uk

Fundraising Standards Board

65 Brushfield Street,
London, E1 6AA

0333 321 8803

www.frsb.org.uk





If you require this document in an alternative format,
please contact the Marketing and Communications Team
at marcomms@ashgatehospice.org.uk

यदि आप यह जानकारी किसी अन्य भाषा या फॉर्मेट में चाहते/चाहती हैं, तो कृपया
marcomms@ashgatehospice.org.uk पर मार्केटिंग से संपर्क करें।

Jeśli chcieliby Państwo otrzymać te informacje w innym języku lub formacie, prosimy o
kontakt z działem marketingu pod adresem marcomms@ashgatehospice.org.uk

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如果您需要该信息以其他语言或形式呈现，请通过 marcomms@ashgatehospice.org.uk 与营
销部门联系

如果您希望以其他语言或形式获得此资讯，请聯繫行銷部門：
marcomms@ashgatehospice.org.uk

