



How to raise concerns or make a complaint about your care

St Luke's
Little Common Lane
Sheffield, S11 9NE

stlukeshospice.org.uk

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29-0626-0629-AC

Registered Charity No. 254402

► Tell us how we can improve

Our aim is to provide the best possible service to everyone who has contact with us. This may be within the In Patient Centre, our Community Specialist Palliative Care Nursing team or in patients' homes or care homes.

We continually look for ways of improving the way we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong. When mistakes do happen, we are committed to acknowledging them, apologising and putting things right for the future quickly and effectively.

► Who can I talk to if I am worried or have a concern?

We would encourage you to raise any concern you may have about St Luke's with a member of our staff when you visit the hospice, or when using one of our services. This gives us an opportunity to put things right and improve your experience and that of others, too.

► If I make a complaint or raise concerns, will this affect my future care?

Making a complaint will not affect your care or treatment in any way. Details of complaints are not stored in patient records. All feedback is used only to help us improve the services we provide and ensure your satisfaction.

► How do I make a formal complaint?

If we do not manage to resolve your issue, or you wish to make a more formal complaint, there are a number of ways you can do this. All complaints, however received, are taken seriously and give St Luke's opportunities to improve and learn.

- Email the Clinical Governance Team on feedback@hospicesheffield.co.uk
- Write to Emma Baldwin, Executive Lead for Care, St Luke's Hospice, Little Common Lane, Sheffield, S11 9NE
- Contact the Clinical Governance Team on 0114 236 9911
- Complete the online complaints form on our website stlukeshospice.org.uk/about-us/feedback-complaints

► **Can someone complain for me?**

If you require help or support in making complaints we can provide it to you – please contact us through the email address or phone number above and we will arrange for someone to contact you to help you make your complaint. Someone else can also make a complaint on your behalf with your consent.

► **Can I complain about anything?**

Sometimes complaints can be about more than one health and social care provider, for example, a complaint could be about one of Sheffield's hospitals as well as St Luke's. In such cases, we will contact you to ask for your consent to share your complaint with the other healthcare provider(s) so that we can work together and send you one response to all of the points you raise in your communication.

If your complaint involves St Luke's and a third party, please be aware that this can cause time delays. If the majority of the complaint lies externally, then you will be signposted to the third party, and we will no longer deal with it.

We are usually only able to respond to complaints that relate to circumstances that have arisen, or come to your attention, in the past 12 months, unless there are reasonable grounds for the delay and the complaint can still be reasonably investigated.

► **What happens after you have made a complaint?**

For complaints relating to patient care, we will acknowledge receipt of your complaint within three working days.

A senior manager will investigate your complaint and the Executive Lead for Care will aim to send a full response to you outlining the findings within twenty working days of the receipt of your communication, unless there are complexities that make this impossible. In these circumstances we will let you know of the delay, and when we expect to report to you in full. If we find the complaint is upheld we will let you know what we are doing to ensure matters are put right in order to prevent it happening again.

► **What if I am still not happy with the response?**

If you are not happy the response to your complaint, you may write to the Chief Executive of St Luke's Hospice, Jo Lenton, who will consider the complaint made, the actions taken and our response to you, and consider whether any further investigation is required.

If, after this, you still feel that your concerns are unresolved, you can refer your complaint to the Parliamentary & Health Service Ombudsman (PHSO). The PHSO independently investigates NHS complaints, and their Customer Helpline number is 0345 015 4033.

► **Can I get help and support to make a complaint?**

Sheffield Advocacy Hub, run by Citizen's Advice, is our local advocacy service for healthcare complaints for people who live in Sheffield. You can refer yourself into the service or St Luke's can help you to do this. If you choose to self-refer, you can contact the Hub on 0800 035 0396 or you can email them at referrals@sheffieldadvocacyhub.org.uk.

► **Finally...**

We don't just want to know when things go wrong; we also want to know what you think about your care. Please complete a 'Tell us what you think' form located in Reception or on the Ward, or feel free to write to us, email us or contact us via the website with any compliments, comments and suggestions.

Other useful contacts

Healthwatch Sheffield

www.healthwatchsheffield.co.uk

Telephone: 0114 253 6688

Care Quality Commission

www.cqc.org.uk

Telephone: 03000 616161