

How to make a comment or complaint

Making a comment or complaint

At Woodlands Hospice, we welcome any feedback you may want to give us about the service you or your relative has received. All of the staff whether Clinical, Administrative or Fundraising wish to give you the best possible service.

We need to know whether we are providing a good service and we need to know if we are not.

All comments and complaints will be taken seriously, as they give us the chance to check what we are doing and improve it.

You can let us know what you think by either

Talking to your key worker or any other member of staff. - If you have a problem they will try and sort it out. If they cannot deal with the matter they will contact someone who can.

Fill in a comment form - These forms give you a chance to say what you particularly appreciated or what you think needs improving. These are available in the main reception or in the out-patients reception. If you want a reply, please fill in your name and home address. (These forms may also be used if you wish to make a formal complaint but do not want to write a letter)

If you wish to make a formal complaint - You can complete a comment form available from the main reception or you can write to the Hospice Management Team at

The Management Team
Woodlands Hospice
UHA Campus
Longmoor Lane
Liverpool
L9 7AL

They will ensure that your concern is investigated and write back to you. In some cases you may be invited to discuss the matter further. In either case you will receive a letter describing how your complaint has been looked into and what is being done about it.

Other ways to tell us what you think

Our Annual Patient Satisfaction Survey provides an opportunity for guests attending the hospice to comment on all aspects of the service we provide. At other times of the year, if discharged from the service, guests are asked to complete an evaluation form. Both of these methods provide us with valuable feedback, enabling us to look at ways of improving our service. This is much appreciated.

The Care Quality Commission is an independent body created to promote improvement in the quality of healthcare provided either within the NHS or the independent (private and voluntary) sector.

Anyone may make a complaint to the Care Quality Commission which will acknowledge receipt of the complaint and after ensuring that all relevant information is available conduct an initial review. This review is designed to determine whether or not it is possible or appropriate for the complaint to be examined further by the Care Quality Commission.

Further information upon the role of the Care Quality Commission in dealing with complaints and guidance on how to lodge a complaint can be obtained from the Care Quality Commission by:

Accessing the helpline 03000 616161

Accessing the website www.cqc.org.uk