

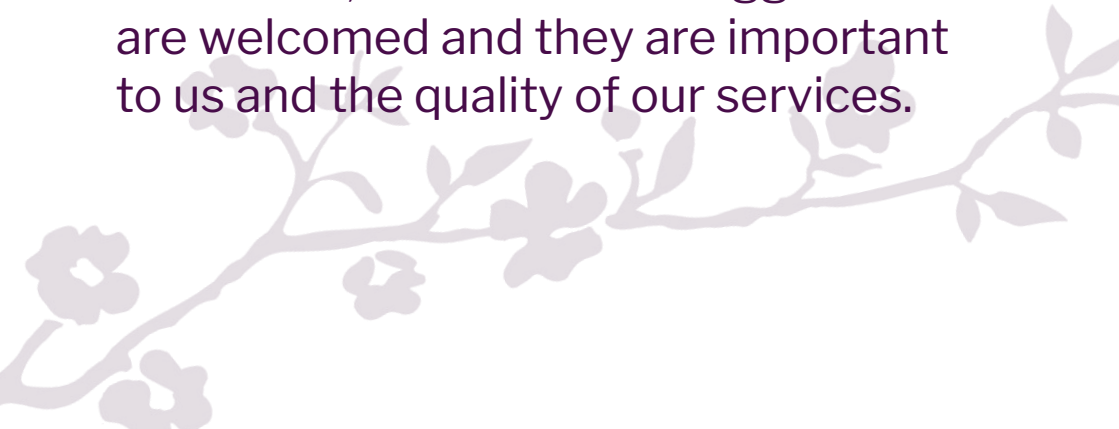


Woking & Sam Beare
Hospice and Wellbeing Care



Your chance to comment on our services

Your ideas, concerns and suggestions are welcomed and they are important to us and the quality of our services.



Communication

At Woking & Sam Beare Hospice we aim to provide the best care and comfort possible for patients and their families, who come to us for support at the most difficult time in their lives.

All our staff strive to provide an excellent quality of palliative care and support to our patients and their loved ones whether supported at home or cared for in the Hospice. However, we are not complacent and recognise that there may be instances when we may not meet your expectations. Please tell us if you or your loved ones have any concerns about the care or services you have received.

We welcome and value any comments or suggestions you may have that might help to improve our service delivery to our patients and their carers and families. A simple idea could make all the difference to the way we care for patients and their families. We are always keen to learn from other people's experiences.

We would like to reassure you that all comments and complaints are recorded and fully investigated, and when appropriate, action is taken to reduce the likelihood of recurrence.

How to get your message across

Whilst you are under our care, if you have any comments about your care or any of our services, please ask to speak to a member of our team. If they are unable to resolve the issue, they will refer the matter to a more senior member of staff to address.

If you would like to raise your concerns after an episode of care at Woking & Sam Beare Hospice, please write to the Chief Executive or the Director of Clinical Services who will ensure that a thorough investigation is carried out. We aim to provide you with a full response within 20 working days in line with our Complaints Policy. If we are unable to complete our investigations within this timeframe we will inform you in writing.

Please send your correspondence to:

**The Chief Executive
Woking Hospice
Goldsworth Park Centre
Surrey
GU21 3LG**

Alternatively, should you wish to make a comment to an independent body you may contact our regulator:

**Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
T: 03000 616161**



Service Evaluation

As part of our commitment to continuously improve our services, we conduct regular Service Evaluation Surveys of our patients and their carers and families. This includes those individuals using our Wellbeing Centre, Therapies Services, Social Worker, Counselling, In-Patient Unit, CoSI [Hospice at Home] and the services provided by our Community Teams in patient homes.

You can complete an evaluation form and return it to a member of staff or you can find a feedback form on our website:
www.wsbhospices.co.uk/feedback.

Thank you

Your experience of our care and your feedback is extremely important to us.



Woking & Sam Beare

Hospice and Wellbeing Care

Woking Hospice

Goldsworth Park Centre
Woking, Surrey, GU21 3LG

E: info@wsbhospices.co.uk

T: 01483 881750

www.wsbhospices.co.uk

Your chance to comment | 191119

We are registered charities [Woking Hospice 1082798 and Sam Beare Hospice 1115439] and company limited guarantee in England and Wales No: 3955487 [Woking] 5822985 [Sam Beare] Registered Office: Woking Hospice, Goldsworth Park Centre, Woking, Surrey, GU21 3LG.