

About Nottinghamshire Hospice

Our aim is to add life to days for people who have been told that their illness cannot be cured. We support people who are thought to be in the last year of their life to live as actively and well as possible with care that puts the highest value on dignity, choice and respect.

We provide holistic care to patients and their carers. We offer compassionate nursing care to help meet physical needs, social support to help tackle loneliness or isolation and counselling and chaplaincy to support spiritual needs.

Nottinghamshire Hospice is committed to equality, diversity and inclusion in all aspects of our work and practice. We will not accept discrimination in any form.

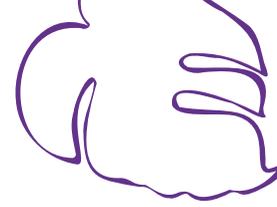
Contact us to find out more about this service and how we can help you.

Nottinghamshire Hospice
384 Woodborough Road
Nottingham NG3 4JF

Tel: 0115 962 1222
www.nottshospice.org

We value your feedback and see comments or complaints as an opportunity to improve and put things right.

Nottinghamshire Hospice is a registered Charity (charity no. 509759)



adding life to days

Nottinghamshire Hospice

Your care
experience
matters to us



We welcome your feedback about our services

At Nottinghamshire Hospice we aim to meet all our patients' physical, emotional, psychological and social needs and ensure that their families are supported both through and after this difficult time.

Our patients are central to services and we value your feedback. We see your compliments and complaints as an opportunity to recognise when things went well, learn and improve the way that we work and put things right when your experience is not as expected. One of our team may leave you a feedback card and return envelope – please use it to tell us about your experience.

We ensure that:

- Any person who complains will be taken seriously, treated with dignity, respect and without discrimination
- All complaints will be acknowledged within two working days of receipt
- All complaints will be fully investigated
- All formal responses will be given within 20 working days of receipt
- We will acknowledge mistakes and apologise when we need to

How to raise a concern or make a complaint:

- Talk to a member of staff you feel comfortable with
- Ask to speak to a manager or, if you prefer, the Chief Executive Officer
- Ask a friend or family member to raise your concerns on your behalf (we will need your consent in order to discuss your care)

Duty of Candour – a guide for patients and carers

The Duty of Candour is a law that means that, as a healthcare provider, we must be open and honest with our patients and families. It came into force on 27th November 2014.

One of the main aims of the Duty of Candour is that you have trust in us to be honest with you about your care and treatment, especially if there are problems.

What incidents are affected by the Duty of Candour

Duty of Candour applies when there has been a “notifiable safety incident”. This is a serious incident which has resulted in

- Moderate or severe harm to the patient
- Prolonged psychological harm to the patient
- Death of the patient

Moderate harm is when there has been a short-term impact on a patient as a result of an unexpected or unintended incident.

This may result in an increased need for treatment, an unexpected admission to hospital, cancelling of treatment or transfer to another area of care such as intensive care.

Severe harm is when there has been a permanent impact or lessening of functions that is directly related to the incident.

Prolonged psychological harm is psychological harm that is experienced or likely to be experienced for a continuous period of at least 28 days.

What you can expect from us

Although we always endeavor to prevent incidents occurring, unfortunately there are times when something may happen that is detrimental to your care. On those occasions we will:

- Tell you and/or your family what has happened and apologise
- Provide you and/or your family with a true and accurate account of all the facts
- Provide reasonable support to you and/or your family
- Share our findings with you and/or your family
- Identify the cause/s of the incident
- Let you and/or your family ask any questions
- Undertake further investigation and then write to you and/or your family to confirm the information already provided to date. As well as, the outcome of the investigation and offer a further apology
- Offer a follow-up meeting if required to discuss the outcome of the investigations

Why was the Duty of Candour introduced?

In 2013, Robert Francis QC published his report into failings at Mid-Staffordshire NHS Foundation Trust. He made many recommendations for change throughout the NHS. One of his recommendations was for the Duty of Candour which has now come into force.

Who has to comply with the Duty of Candour?

The Duty of Candour applies to all providers of healthcare registered with the Care Quality Commission.

Can I still make a complaint?

The Duty of Candour does not affect your right to complain. You can make a formal complaint if you are not happy with any aspect of your care, even if your concerns are not affected by the Duty of Candour.

We will aim to deal with your complaint to your satisfaction but if you are not happy with our response or want more support, these organisations can help:

POhWER
0300 456 2370
www.pohwer.net

Care Quality Commission
03000 616 161
www.cqc.org.uk

Parliamentary and Health Service Ombudsman
0345 015 4033
www.ombudsman.org.uk

