

## Your feedback

Tell us about our service if you are a patient, relative, carer or visitor.

We welcome your feedback

Hospiscare is committed to providing the best possible quality care and services for our patients and their relatives and carers.

We are always looking for ways to improve, so comments, ideas or suggestions from people who use our services are particularly welcome.

All forms of feedback both verbal and written are welcome. There is a Feedback Form available in the Hospice and Day Care Centres or via your Hospiscare contact. If you need assistance or would like to talk to a line manager and are currently under our care, please make a request via the Hospice or the Hospiscare department information you have been given.

## Talk to us

If things go wrong, very often they can be sorted out effectively by the staff concerned. If you are unhappy or unsure about care or treatment, or that of a relative, talk to the member of staff providing it. If you feel unable to talk to them directly, ask to see the Ward Manager, Consultant, or Director of Nursing.

Details of [how to make a formal complaint](#).

## Positive response

It also helps us to know what you feel is particularly good about the care we give.

Name

E-mail address

I am a:

- Patient
- Relative or friend
- Carer
- Visitor
- Other

My feedback