

COMMENTS & COMPLAINTS

How can I comment on services?

A suggestion box is available near the inpatient entrance. The Hospice also participates in the 'I Want Great Care system, where comments on our service are invited. This is available at <http://www.iwantgreatcare.org>

For recent comments and our responses please refer to the information board on the Inpatients ward.

You are also always welcome to speak to the nurse in charge about any aspect of the service.

What if I have a comment or complaint to make about my care?

St David's Hospice hopes to create an atmosphere where people are not afraid to voice their concerns and to complain if necessary. It has been shown that the sooner issues of concern are discussed, the sooner they can be addressed. It is helpful to everyone if complaints can be made at the time of the incident when memories are fresh, or as soon as possible.

For concerns regarding clinical issues or patient care, see or write to write to the Chief Executive of the Hospice, St David's Hospice, Abbey Road, Llandudno, LL30 2EN.

If you are not satisfied after taking the above action, then please write to the Chairman of the Board of Directors, who will make sure that your concern/complaint is investigated by the Hospice Complaints Committee.

It is our policy to investigate all complaints thoroughly.

Acknowledgement of written complaints will be sent within two working days and a full response within 20 working days. If this is not possible, you will be sent further communications with reasons for the delay.

If the issues have not been resolved by the above, and you would like to take the matter further, contact:

Health Inspectorate Wales
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163
Email: hiw@wales.gsi.gov.uk

Or

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ
Tel: 0300 790 0203

Can I access my medical records?

The Data Protection Act 1998 allows patients to find out what records are held about them. Please ask for further information.

The Hospice is regulated by Healthcare Inspectorate Wales and was last inspected in March 2016. The inspection report is available at www.hiw.org.uk