



**Help us**  
improve our service



**Jessie May**

Children's Hospice at Home.



## Let us know

At Jessie May we aim to provide a family-led service that best meets the needs of your child or young person alongside the rest of their family.

We welcome your feedback to help us improve, and if things go wrong or you are dissatisfied, we want to know. Jessie May guarantees that your concerns will be taken seriously and that we will do everything we can to put things right.

We welcome feedback at any time. You can give your feedback directly to a Jessie May Nurse, email us, or write to us at the address on the back of this leaflet.

### Making a complaint

The Jessie May Complaints Procedure follows the National Minimum Standards for Nurses Agencies as set out by the Department of Health in the Care Standards Act 2008 (Regulated Activities), Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. The purpose of the procedure is to:

- Investigate concerns raised by families in relation to the service provided by Jessie May
- To find an acceptable solution to the specific concern raised
- To learn lessons and to improve our services for the benefit of all families and staff.

All complaints are recorded so that our performance can be measured and lessons learned. We guarantee that your concerns will be taken seriously and that we will do everything we can to put things right.

### Making an informal complaint

- In the first instance, we encourage you to raise your concerns to the Jessie May Nurse who is visiting you at the time.
- Making a complaint will not affect your care in any way. The Jessie May Nurse will try to be as helpful as possible and try to resolve your informal complaint there and then.
- If it is not possible for the informal complaint to be resolved immediately, the Jessie May Nurse will inform the Head of Care by the end of the next working day.
- The Head of Care will liaise with you as soon as practically possible, and will be in contact with you within four working days to resolve the informal complaint.
- The Head of Care will record the discussion and agree with you any actions to be taken to achieve a positive outcome.
- If you remain unhappy with the outcome of the actions taken by the Head of Care, you may choose to make a formal complaint.

### Making a formal complaint

Normally a complaint should be made within six months of an incident occurring, or within six months of discovering a problem. If your complaint refers to an incident that occurred more than twelve months ago please contact us for further information. You can write a letter of complaint to:

**Head of Care**  
Jessie May, 35 Old School House,  
Kingswood Estate, Bristol BS15  
8DB or call 0117 958 2172 to ask  
for an appointment to submit  
your complaint in person.

- Your letter will be acknowledged within three working days and a full investigation will be carried out.
- We will aim to send you a written response to your complaint within four weeks. If the investigations take longer than four weeks, we will keep you informed of our progress in resolving your complaint.
- If, when you receive your reply, there are any points that require further clarification we encourage you to accept the offer of a meeting with either the Head of Care or the Chief Executive. If you do not want to accept a meeting, or should you prefer, we would be happy to carry out a re-investigation into the unresolved concerns and you will receive a further letter.

## Independent Review

If you remain dissatisfied with the response that you receive from Jessie May, you have the right to ask the Care Quality Commission to review your case. The Care Quality Commission is the independent regulator of Health and Social Care in England. Their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes or elsewhere.

The request should be made in writing within two months of receiving our written response. It should clearly identify the issues requiring further review and be addressed to:

Care Quality Commission National  
Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA  
You can also contact them by  
Telephone: 03000 616 161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Help and Advice

LIASE is a dedicated support service at the Bristol Royal Hospital for Children which offers help with any questions you might have regarding care for your child or young person.





Liaise stands for:

**L**istening  
**I**nformation  
**A**dvice  
**I**nvolving  
**S**upport  
**E**xperience

You can contact them at:

Bristol Royal Hospital for Children  
Family Information Room  
Level 2 (main reception)  
Marlborough Street  
Bristol BS1 3NU  
Telephone: 0117 342 8065 or  
0117 342 8158  
Email: [bchinfor@uHBristol.nhs.uk](mailto:bchinfor@uHBristol.nhs.uk)

## Contact Us

-  0117 961 6840
-  [info@jessiemay.org.uk](mailto:info@jessiemay.org.uk)
-  Jessie May, 35 Old School House,  
Kingswood  
Estate, Bristol BS15 8DB
-  [www.jessiemay.org.uk](http://www.jessiemay.org.uk)

Accessible versions of this leaflet are available on the Jessie May website



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