

## Suggestions and Complaints

If you have any concerns regarding our services, please discuss this in first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

### Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

T: 0131 623 4342

E: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)

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# Wellbeing Group



The Day Hospice Team at St. Vincent's Hospice run a Wellbeing Group, which takes place on a Wednesday afternoon from 1pm to 3pm in the Day Hospice area and lasts for 8 weeks.

It is suitable for people who are living with a life limiting illness and who want to know a bit more about how to cope with complaints such as:

- Pain
- Breathlessness
- Tiredness
- Anxiety

Also those who want to stay active and independent or perhaps get a little bit fitter.

The group starts at 1pm with a gentle exercise session led by a physiotherapist.

Then there will be a talk led by one of the Hospice staff. The talks will be relaxed and informal and cover a different topic each week.

Topics covered will include:

- Benefits of exercise
- Managing pain
- Coping with breathlessness
- Coping with tiredness
- Medical advice
- Managing everyday activities
- Financial concerns

There will also be time for tea/coffee and a chat with staff and other people in the group.

If you think you might be suitable for the group you can be referred to the Day Hospice Team by your GP, district nurse or other local health care professional or by one of the Hospice staff (who may already be seeing you).

Due to the exercise element of the group, you have to be quite steady on your feet, even just for a short distance (with or without a walking aid).

Once you are referred to the group, you will be contacted by one of the Day Hospice team and they will arrange to meet with you and carry out a short assessment and give you more information about the group.

If you would like to book a place or for more information please contact:

Sarah Mitchell, Day Services Manager on  
01505 705 635 or email [Sarah.Mitchell@svh.co.uk](mailto:Sarah.Mitchell@svh.co.uk)