

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

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Community Nurse Specialists



What is a St. Vincent's Community Nurse Specialist?

They are nurses who are specially trained to provide person centred supportive care to people living with cancer and other life limiting conditions. They are also trained to support their carers. We are not Macmillan nurses, we are funded by SVH.

What are the Community Nurse Specialists trained to do?

They assess your needs and with your permission may involve other health care services. They will work closely with your GP, District Nurses, Hospital Consultants and Clinical Nurse Specialists to ensure symptoms are managed and needs are met.

Where do the Community Nurse Specialists work?

Based at St. Vincent's Hospice, they work with patients in their homes or place of care or if you prefer here at the Hospice.

How can the Community Nurse Specialists help?

Our first visit will be an assessment of your needs and plan your care accordingly.

We:

- Offer advice on pain relief, symptoms, your condition and medication.
- Provide emotional support to help you and your family cope with illness, treatment and worries.
- Help you to maximise your quality of life.
- Liaise with and introduce you to the Hospice Team including Medical staff, Physiotherapy, Day Hospice Service, OT or the Family Support team.
- Refer to other community services e.g. Advice Works, Social Services.

How long will this service be provided for?

It will be available until one of the following arises:

- Your goals have been achieved or your problems resolved to an acceptable level.
- The treatment has been completed and support is no longer required.
- Support is provided by another service e.g. day hospice.
- Specialist intervention is no longer required.
- You re-locate outwith our catchment area.

How can you contact St. Vincent's Community Nurse Specialists?

To make contact ask your:

- GP
- Hospital Doctor
- Hospital Clinical Nurse Specialist
- Clinic or Ward Nurse
- Carer

Or get in touch directly on: 01505 705 635

The service is available Monday to Friday 9am – 5pm.

Advice is available out of hours by contacting the telephone number above.

Is there a fee?

St. Vincent's is a registered charity that depends on donations for its work. Patients are not asked to contribute. However, donations are greatly appreciated.

Smoking Policy

We respectfully ask that there is no smoking in your home during a visit from a St. Vincent's Community Nurse Specialist.