



Isabel Hospice
Together we care

IMPROVING PATIENT EXPERIENCE

We hope that you will be satisfied with our standards of care but if you, a relative or friend have any matters of concern, we would like to know about it. Please do not hesitate to speak to any of the medical, nursing or administrative staff if you are concerned about any aspect of your medical treatment or nursing care. We want to ensure that each person has the right to the best care we are able to provide.

We are constantly striving to improve our standards of care and your comments are always welcome. If you are unable to speak to any member of staff directly, please put your concern in writing and post to:

The Complaint Officer
Isabel Hospice
61 Bridge Road East
Welwyn Garden City,
Herts AL7 1JR

Or, alternatively via email to
complaint.reporting@isabelhospice.org.uk



We are registered and inspected by the Care Quality Commission and a copy of their most recent report can be accessed on the Care Quality Commission website **www.cqc.org.uk**.

Should you wish to contact the Care Quality Commission directly, their details are noted below:

CQC National Customer
Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
enquiries@cqc.org.uk

Isabel Hospice

61 Bridge Road East,
Welwyn Garden City, AL7 1JR

t. 01707 382500

www.isabelhospice.org.uk

Registered Charity number 1046826

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