

Pam Court
Chief Executive Officer

Lynn Bryan
Director of Corporate Services

Corinna Midgley
Medical Director

Tes Smith
Director of Quality and Care

Jane Frame
Director of Fundraising and Marketing

Carole Heinen
Director of Finance

Val Harding
Corporate Services Manager

Care Quality Commission
Citygate
Gallowgate
Newcastle on Tyne NE1 4PA
Telephone: 03000 616161
Email: enquiries@cqc.org.uk - www.cqc.org.uk

VoiceAbility NHS Complaints Advocacy Service
Telephone: 0300 330 5454
E-mail: nhscomplaints@voiceability.org

Parliamentary & Health Service Ombudsman,
Millbank Tower
London SW1P 4QP
Telephone helpline: 0345 015 4033
E-mail: phso.enquiries@ombudsman.org.uk

About Saint Francis Hospice

Saint Francis Hospice is an independent charity and one of the largest adult hospices in the UK. Currently all our services are provided at no cost to those using them.

Saint Francis Hospice has been embedded in our community for over 30 years and we are strongly reliant on voluntary income from many generous local individuals and businesses who fundraise for us or make a donation.

The Hall
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Romford
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web: www.sfh.org.uk

This leaflet has been reviewed by the Service User Group

Reviewed Annually

Revised 2015



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living with dignity



Comments compliments and complaints