

A Guide to Giving Feedback or Making a Complaint



Information for patients and service users

PALS and Complaints Department

Weston Area Health Trust
Weston General Hospital
Weston-super-Mare
BS23 4TQ

Tel: 01934 647216
Website: www.waht.nhs.uk

Help to access the complaints process

If you require an interpreter or signer to help make a complaint the Patient Advice and Liaison Service (PALS) can arrange this for you.

We also have complaint leaflets available for people who require this information in other formats and font sizes.

Please contact the Patient Advice and Liaison Service (PALS) on 01934 647216 for any help or to discuss other methods of help available for making a complaint.

You deserve high quality care

Within the Weston Area Health NHS Trust we do our best at all times to ensure we look after you well. However we are constantly striving to improve our performance and welcome your feedback and suggestions as they help us identify what we do well, and what we need to change to provide and even better service to patients.

Sometimes, like all large organisations, we fail to look after you as well as we should and when this happens, there is a procedure you can follow to make sure we put things right as far and as soon as possible.

What do I do to report a concern?

If you are unhappy with our services please talk to either the Senior Nursing Sister, any staff member of the ward/department team or a Matron. If you are still dissatisfied, you can report your concerns to the Patient Advice and Liaison Service (PALS). The PALS service can provide the following to patients, relatives and carers:

- On the spot non clinical information, advice and support,
- Help in sorting out any concerns you may have about the care we provide.
- Help in raising unresolved complaints

This service is free. They can be contacted on 01934 647216. They also have an office situated in the front entrance to the Hospital.

Ways to report concerns

Face to face

Any member of staff will help deal with your concerns or put you in contact with the most appropriate person.

By telephone

You can speak to someone in the PALS and Complaints Department on 01934 647216 Monday to Friday 9am to 4.30pm). The department's staff will do their best to help and advise on how your complaint can be resolved or taken forward.

In writing

Complete the enclosed form and hand it in to any member of staff, or write to the PALS and Complaints Department who will ensure that your letter goes to the appropriate person.

By email

You can email your concerns to: wnt-tr.pals@nhs.net

Throughout our website

www.waht.nhs.uk

Please note we respect the need for patient confidentiality and if you are writing on behalf of someone else, we need to know you have his or her permission. Please see the pull out form included in this leaflet.

Please be assured that any complaint you make, written or verbal, will be treated in strict confidence, will not be recorded on any medical notes and will not affect the level of treatment and care provided by this Trust. It may however be necessary for those investigating your complaint to look at your medical record. Again, they will ensure that any information about you is kept confidential.

Please tell us what you think of our services by filling in this form.

If you would like a personal reply, please remember to provide your contact details. When you have finished, please pull out this centre section of the leaflet, and hand to a member of staff or post it back to:

**Patient Advice and Liaison Service,
Weston General Hospital
Grange Road
Weston-Super-Mare
BS23 4TQ**

Please fill out the patient details below.

Name (Mr/Mrs/Ms/Miss).....

Hospital number (if known).....

Address.....

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Date of birth.....

Telephone number (include code).....

Email address.....

Ward/department from which you received treatment

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If you are completing this form for somebody else, please give your details below.

Name (Mr/Mrs/Ms/Miss).....

Address

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Telephone number (include code)

Email address

Relationship to patient

Please write your comments, concerns, compliments or suggestions below.

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If you wish to give consent for a family member, friend or carer to be our point of contact, please complete below.

I confirm that I wish Mr/Mrs/Ms/Miss

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to act on my behalf and receive all information relevant to my treatment and care. I understand that information from my health records may need to be disclosed to those dealing with the concerns. I also understand that all information relating to my concerns will be kept completely confidential and will in no way affect my future care.

Signed.....Date.....

If you are completing this form for someone who is not able to give their informed consent, please complete this section.

Please explain why the patient cannot give consent

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Your relationship to the patient.....

Signed.....Date.....

The following questions allow us to monitor who gives us feedback so we can ensure everyone has equal opportunity to raise issues and concerns. You do not have to complete this section, although we would encourage you to. We can assure you that your answers will have no bearing on your right to complain or how your concerns are dealt with.

Please tick the box next to the correct option.

Age	
Child (16 and under)	<input type="checkbox"/>
Adult (17-64)	<input type="checkbox"/>
Older adult (65 or above)	<input type="checkbox"/>
I would prefer not to say	<input type="checkbox"/>
Gender	
Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
I would prefer not to say	<input type="checkbox"/>
Sexuality	
Hetrosexual	<input type="checkbox"/>
Gay/lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
I would prefer not to say	<input type="checkbox"/>

Religion or beliefs	
Atheism	
Buddhism	
Christianity	
Hinduism	
Islam	
Jainism	
Judaism	
Sikhism	
Other (please specify).....	
I would rather not say	
Ethnic origin	
Bangladeshi	Indian
Pakistani	Other Asian background
Mixed – white and Asian	Mixed – white and black African
Mixed – white and black Caribbean	
	Other mixed background
Caribbean	Other black background
White British	White Irish
Other white background	Any other ethnic group
I would rather not say	

The Trust is committed to creating an organisation that actively promotes equality of opportunity and outcome for all, and one which is free from discrimination, harassment or victimisation of any sort. We aim to ensure that the Trust's service delivery and employment practices meet the highest possible equality standards.

Please note that a complaint should be made within 12 months of the event that is being complained about, or within 12 months of the date of discovering the problem.

What happens next?

- 1.** We will acknowledge your complaint within three working days, and agree with you a date when we can get back to you with a response. We will also agree with you how you would like to receive feedback. You will be given the option of meeting with staff to discuss your concerns.
- 2.** We will conduct a thorough investigation ensuring that all of your concerns are fully and openly addressed.
- 3.** We will do our best to give you a reply as quickly as possible
- 4.** We will keep you regularly informed about what is happening with your complaint if there is a delay.
- 5.** In our reply, we will tell you what actions we are taking to make sure the problem you raised does not happen again.
- 6.** As an organisation, we are committed to learning from all of the complaints that we receive.

The whole process is called 'local resolution' and we aim to resolve most issues this way.

Learning from complaints

Complaints are valuable experiences from which to learn. We treat complaints seriously and do our best to ensure an incident is not repeated. One of the ways we do this is by sharing the outcome of a complaint with the staff. The complaint is anonymised to respect confidentiality. If you do not wish your complaint to be utilised in this way, please let us know and we will take this approach.

You will also be sent a questionnaire to gain feedback on how your concern was handled and help us to improve the service going forward.

What if I'm not satisfied with the response?

You can refer your complaint to the Health Service Ombudsman whose contact details are as follows:-

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033

For further help you can contact:

SEAP Health Complaints Advocacy Service

They provide free confidential support to people wishing to raise a complaint about the health service. The advocate will meet with you and liaise with the hospital on your behalf. The contact details are:

Tel. 0330 440 9000

Website: www.seap.org.uk

The Patients Association

They may be able to assist you with your complaint. This can include supporting you through the complaints process. The contact details are:

Tel. 0845 608 4455

Email: helpline@patients-association.com

Please note the Patient Advice and Liaison Service and Complaints Department cannot provide:

- Help for you to claim financial compensation for clinical negligence.
- Help to get an NHS employee disciplined.
- Legal advice.
- Help with complaints about private medical treatment.
- Medical advice.

Help us prevent the spread of infection in hospital.

Please make sure your hands are clean. Wash and dry them thoroughly and/or use the gel provided.

If you have been unwell in the last 48 hours please consider whether your visit is essential.

If you need this leaflet in a language other than English, or would like to receive this information in large print, Braille or audio, please contact the Patient Advice and Liaison Service (PALS) on 01934 647216.



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Telephone: 01934 636363



Website: www.waht.nhs.net



Twitter: @WestonNHS

For details on how to contact us via email, please visit our website.