

Concerns?
Complaints?

we're
listening

This leaflet gives you information about how to raise a concern, or make a complaint about our services.

What do I do if I have a concern?

We aim to provide the best care for our patients, but sometimes things do not always go according to plan. If you are not satisfied with the care or treatment you or a relative has received, it is important that we know so that action can be taken to resolve the problem for you quickly.

Often, the quickest and easiest way to resolve a problem or get an answer to any questions you may have is by speaking to the staff caring for you. Staff will always try to resolve your concerns as soon as they arise.

If you are not satisfied with the action taken or would like support with resolving your concerns, you may choose to speak in confidence with a member of our Patient Advice and Liaison Service (PALS). Our PALS team listen to the concerns of patients, carers and visitors and can help negotiate prompt solutions on your behalf. They can also provide information about other services which may be of help, as we understand that this may be a distressing time for you.

We are keen to receive both positive and negative feedback so that we can learn from this.

How to contact us:

In person: Monday–Friday, 9am–5pm PALS office, Ground Floor, Tower Block, Gloucestershire Royal Hospital

Phone: 0800 019 3282 | **Text:** 07827 281266 | **Fax:** 0300 422 5778

Email: pals.gloucestershirehospitals@glos.nhs.uk

By post: PALS office, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN

At busy times, evenings and weekends, your call may be transferred to an answer phone. Please leave a message with your name and number and someone will be in touch.

We also have an office at Cheltenham General Hospital on the Upper Ground Floor of West Block, close to the Blue Spa Café. If this office is not open, please contact our main office at Gloucestershire Royal Hospital.

What do I do if I am still not happy?

Staff will always act professionally and respond to concerns as they are keen to receive feedback.

If however, you feel that your concerns have not been resolved at ward level or by PALS, you can contact the Complaints Department by post or e-mail using the contact details below. Be assured that any concerns that you raise will not be included in your health records.

Please give us as much information about your concerns as you can and include your name, address and date of birth. If you are contacting us on behalf of a relative or friend, we will need their details as previously mentioned and also their consent to carry out an investigation into the concerns raised.

As part of our investigation, we may need to interview staff, as well as review your health records. With this in mind, please make sure that you raise your concerns within 12 months of your treatment.

We will acknowledge your concerns within 3 working days and aim to provide you with a response within 35 working days. This response time may need to be extended where the complaint involves multiple services and is of a particularly complex nature. All formal complaints will receive a full explanation in writing from the Chief Executive. If for reasons of complexity or staff availability this should take longer than originally agreed we will write to you to advise you of this and where possible indicate the new expected response date.

You may wish to attend a meeting with the appropriate manager and clinical staff, which we can arrange for you. If we have identified any failings in the care provided to you, we will be open with you and discuss the action that will be taken to ensure that lessons are learnt.

How to contact the Complaints Department:

Phone: 0300 422 5777 | **Fax:** 0300 4225778

Email: complaints.team@glos.nhs.uk

By Post: Complaints Department, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN

What do I do if I need help or support to give my feedback?

If you need help or support to give your feedback, please contact a member of the PALS team on the contact details mentioned earlier. People known as advocates can also support you. Advocates can help you to say what you want and make sure that your voice is heard.

For independent complaints advocacy:

SEAP (Support Empower Advocate Promote)

Phone: 0300 343 5710

By post: SEAP, PO Box 375, Hastings, TN34 9HU

Online: www.seap.org.uk

What if I am unhappy with the outcome of my complaint?

If you remain dissatisfied with the response to your complaint, you have the right to ask the Trust to revisit any issue. If this fails to resolve the matter the Parliamentary & Health Service Ombudsman can be asked to review your case.

The Parliamentary & Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services

Phone: 0345 015 4033 **Fax:** 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

By post: The Parliamentary & Health Service Ombudsman,
Millbank Tower, Millbank, London, SW1P 4QP