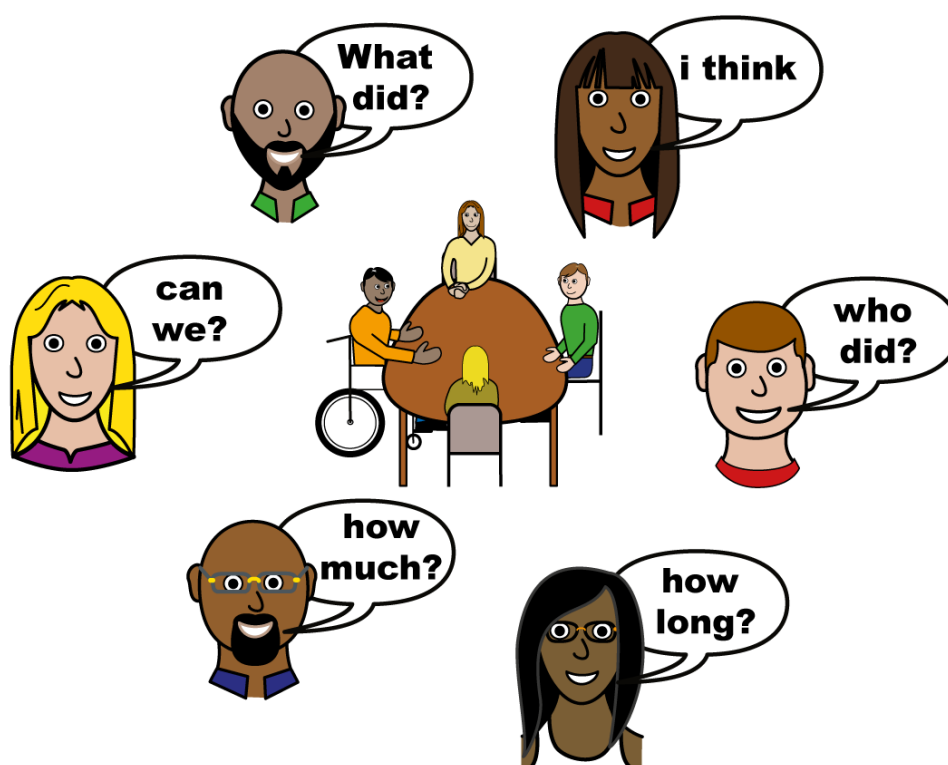


PATIENT INFORMATION

Comments, Concerns & Complaints – Easy Read



How to tell us what you think about your care



We want to give you good care.
You can tell us what you think.
This helps us know what is good.
It also helps us make things better.

Tell Us How We Are Doing



If you are happy with your care, let us know.



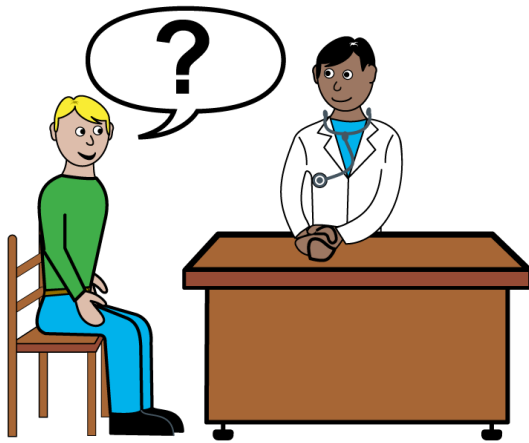
If you have ideas to make things better, tell us.



If you are not happy or worried, please tell us.

This easy read guide is about how to contact PALS or
make a complaint about our services.

PALS – Patient Advice and Liaison Service



Coming to the hospital can be tough. We want to help you feel good about your care.

Our staff are here to help you. If you have questions or worries about your care, it can help talk to a member of staff on the ward.

If you are still worried about your care, PALS can help with problems or answer your questions

You can contact PALS or ask someone to help you

- Family
- Friends
- Carers
- Support Workers

How To Contact PALS



Online: You can go to our website or use this QR code on your Smart Phone



By Email: wah-tr.PALS@nhs.net

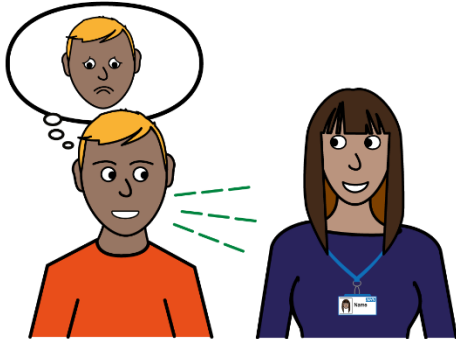


By Telephone: [0300 123 1732](tel:03001231732)

Opening Hours: Monday – Friday 8:30am – 4:00pm

You can leave a voicemail message and we will call you back

Formal Complaints



A complaint is when you are not happy about something.

You want us to listen and reply.

You might be unhappy because:



- You think we did something wrong
- You think we missed something
- You think we should have done something differently

You can make a complaint yourself, or ask someone to help you:

- Family
- Friends
- Carers
- Support Workers

Contact the Complaints Team



Online: You can go to our website or use this QR code on your Smart Phone



By Email: wah-tr.Complaints@nhs.net



By Telephone: [0300 123 1733](tel:03001231733)

Opening Hours: Monday – Friday 8:30am – 4:00pm

You can leave a voicemail message and we will call you back

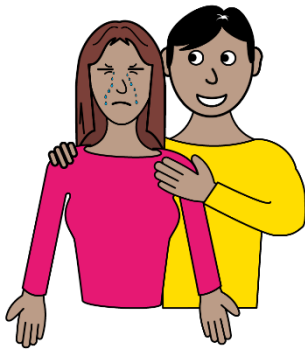
write to



By Letter:

The Complaints Team
Kings Court 3
Charles Hastings Way
Worcester
WR5 1JR

Advocate



An advocate can help you to make a complaint.

**Swan South West Advocacy Network can help you with your complaint.
Their help is free and independent.**

You can contact them directly:



By Email:

worcestershire@swanadvocacy.org.uk



By Telephone: 03333 447928

write to

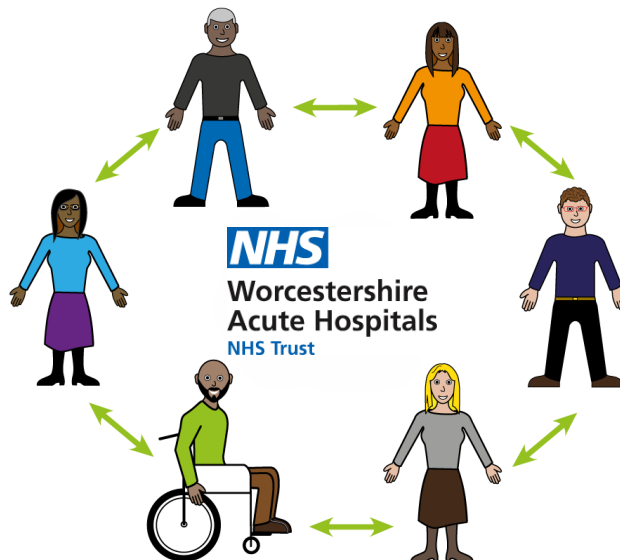


By Letter:

Swan Head Office
Hi Point
Thomas Street
Taunton, TA2 6HB

Thank You

Thank you for telling us what you think.
Your feedback helps us care better for everyone.



If you are worried about your health right now:



- Call your GP
- Call 111
- Call 999 in an emergency

If you are worried about someone in hospital, talk to the Ward Manager or Matron

Need help understanding this leaflet?

Ask a member of staff – we're here to help.