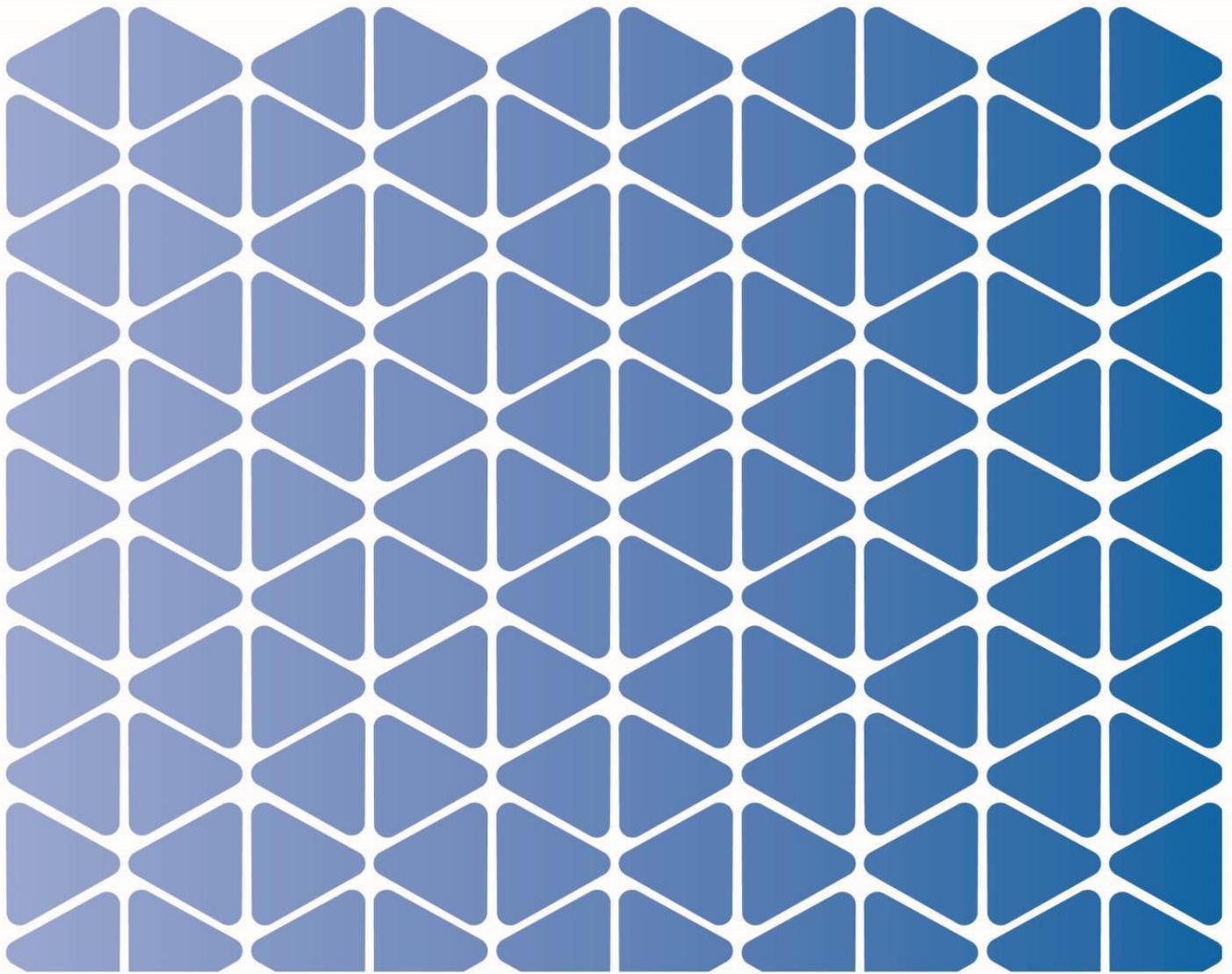




PATIENT INFORMATION



## Comments, Compliments, Concerns & Complaints



 [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)

 @WorcsAcuteNHS

 @WorcsAcuteNHS

At Worcestershire Acute Hospitals NHS Trust we are committed to providing the best care and services possible and are always looking at ways to improve what we do. We would like to hear from you if you think we have done something well or if you have any suggestions about how we could do something differently. Equally we want to know if you are unhappy with the service provided and have a concern or complaint.

## **WE WELCOME YOUR OPINIONS ON THE CARE AND SERVICES WE PROVIDE**

Every comment, concern or complaint is seen as an opportunity to review our service, so that we can make sure we are offering you what you need.

If you are feeling unhappy, upset or angry please be confident that we want to get to the bottom of it to reassure you, and to try and make certain that it does not happen again. We would also like to assure you that raising a concern will not affect your care in any way. We can only improve our services if we know about things that are not working as well as they should be.

We also want to know what you think about our services generally, what suggestions you may have for the future and when you have been pleased by the work done by our staff.

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

## **GETTING HELP**

There are several ways but in the first instance speak to a member of staff in the ward or department. If you are not happy with their response you can ask to speak to someone in charge such as the Ward Manager, Matron, Consultant or Directorate Manager. Many problems can be resolved by talking things through. Misunderstandings can easily happen and sometimes can just as easily be put right.

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. PALS offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

### **How to contact PALS:**

**Telephone: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

### **If you decide to make a Formal Complaint**

You can contact the Complaints Team, who will register your complaint for investigation. You can make a complaint verbally, electronically or in writing and we can advise and guide you through the complaints procedure.

You should raise any complaint within twelve months of the event. Please include your telephone number and postal and e-mail address with the details of your complaint and send to:

- The Chief Executive  
Worcestershire Acute Hospitals NHS Trust  
Worcestershire Royal Hospital  
Charles Hastings Way  
Worcester  
WR5 1DD
- E-mail: [wah-tr.Complaints@nhs.net](mailto:wah-tr.Complaints@nhs.net)
- Or leave a message with the Complaints Team on 0300 123 1733

### **WHAT HAPPENS AFTER YOU HAVE MADE A COMPLAINT?**

We will send you an acknowledgement within three working days and provide further information and a consent form if required.

Your complaint will be investigated by the Division responsible for the service that you are complaining about and they will usually try to phone you to discuss your complaint.

We aim to respond within 25 working days unless we have contacted you to arrange another agreed timescale. We will provide an explanation and apologise where appropriate. We will also tell you what we are doing to try and make things better and ensure that the same problems will not happen for other people.

Further information about making complaints is available on our website <https://www.worcsacute.nhs.uk/contact-us/feedback/complaints>

## **Advocacy**

Onside Advocacy can provide independent advice and support for you throughout the complaints process. This service is free, independent and confidential. Contact Onside at:

### **Onside Independent Advocacy**

Williamson House  
14 Charles Street  
Worcester  
WR1 2AQ  
01905 27525  
[Info@onside-advocacy.org.uk](mailto:Info@onside-advocacy.org.uk)

You can also let the Care Quality Commission know about any concerns that you have, although they will not investigate your complaint. You can contact them at:

### **CQC National Contact Centre**

Citygate Gallowgate  
Newcastle  
Upon Tyne  
NE1 4PA  
0300 616 161  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

If you are not happy with how we have handled your complaint you can contact:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP0345  
0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**We appreciate and thank you for taking the time to give us your views**

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

**If you are unable to understand this leaflet, please communicate with a member of staff.**