

Info@onside-advocacy.org.uk

### **Onside Independent Advocacy**

Williamson House  
14 Charles Street  
Worcetser  
WR1 2AQ

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 4QP**

0345 0154033

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

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

[www.cqc.org.uk](http://www.cqc.org.uk)

[Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

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

### **PATIENT EXPERIENCE**

It is important that you speak to the department you have been referred to if you have any questions (for example, about medication) before your investigation or procedure.

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

Our PALS staff will provide advice and can liaise with staff on your behalf if you feel you are unable to do so. They will also advise you what to do if your concerns have not been addressed. If you wish to discuss making a formal complaint PALS can provide information on how to do this. Telephone: 0300 123 1732  
Monday to Thursday 8.30am to 4.30pm. Friday 8.30am to 4pm. An answerphone operates outside office hours.

Alternatively email us at:  
[wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)

If you would like this leaflet in an alternative language or format, such as audio or braille, please ask a member of staff.

Jeżeli są Państwo zainteresowani otrzymaniem niniejszej ulotki w innej wersji językowej lub formacie, prosimy zwrócić się w tej sprawie do członka naszego personelu.

আপনি যদি এই লিফলেটটি অন্য ভাষায় বা ফর্ম্যাটে পেতে চান যেমন, অডিও বা ব্রেইল তাহলে অনুগ্রহ করে সদস্য বা কর্মীদেরকে তা জানান।

اگر اس کتابچہ کو آپ کسی متبادل زبان یا ہیئت جیسے آڈیو یا بریل میں چاہتے ہیں، تو براہ کرم اسٹاف رکن سے مانگیں۔

Pentru a obține această broșură în altă limbă sau în alt format fie audio sau limbajul Braille, vă rugăm să apelați la un membru al personalului.

Caso deseje este folheto numa língua ou formato alternativos, tal como ficheiro áudio ou em Braille, por favor dirija-se a um dos nossos funcionários.

如果您想要本手册的替代语言或格式的版本，如音频或盲文，请向工作人员咨询。

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

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## **Comments, Compliments and complaints**

What you need to know



At Worcestershire Acute Hospitals 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 complaint.

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

Every comment 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.

## **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.

### **If you decide to make a complaint**

You should raise any complaint within twelve months of the event. Please send your complaint to:

The Chief Executive  
Worcestershire Acute Hospitals NHS Trust  
Worcestershire Royal Hospital  
Charles Hastings Way  
Worcester  
WR5 1DD

Or e-mail [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)

Or telephone the Complaints Team on 0300 123 1733

Please include your telephone number and postal and e-mail address with the details of your complaint.

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

We will send you an acknowledgement within three 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 [www.worcsacute.nhs.uk/complaints](http://www.worcsacute.nhs.uk/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:

01905 27525  
Fax: 01905 28554