

How to make complaints, comments or suggestions

The purpose of this leaflet is to explain how you can make complaints, comments, or suggestions on any aspects of the services provided at Poole Hospital NHS Foundation Trust. We welcome all comments that will help us to consolidate and improve the standard of our services.

Letters of appreciation

If you have been happy with the care you received during an in-patient stay, outpatient visit, or attendance at any of the departments in the hospital, please let us know. Letters to the ward sister or the doctor in charge of your care are much appreciated.

Complaints

If there is an aspect of your care or some service with which you have not been satisfied, please let us know as soon as possible. Under the NHS Complaints Procedure, complaints should be made within twelve months of the incident giving rise to the complaint, or within twelve months of you becoming aware you may have anything to complain about. Those received outside this timescale will be investigated at the discretion of the Patient Liaison/Legal Services Manager.

If you are unable to complain yourself, you can choose someone else to complain on your behalf. Complaints can be made in a number of ways.

Local resolution

Verbal complaints

It may be possible to sort out a problem straight away by speaking to the relevant person, for example the matron, ward sister or doctor in charge of your care, or the Patient Advice and Liaison Service. If they cannot help you immediately, they will look into your concerns and get back to you as quickly as possible.

Patient Advice and Liaison Service

Our Patient Advice and Liaison Service (PALS) is a confidential, impartial service for the support of relatives, carers and friends. PALS can advise patients, their families and carers on most aspects of the NHS, listen to any concerns you may have, and help sort out any problems on your behalf.

Contact PALS by telephone: 01202 448499 or by email: pals@poole.nhs.uk.

Written complaints

The hospital's Patient Liaison/Legal Services Manager investigates more formal complaints from patients and their relatives. You can contact her on the telephone number or address shown overleaf. Alternatively, you can write to the Chief Executive of the Trust:

Chief Executive
Poole Hospital NHS Foundation Trust
Longfleet Road
Poole
Dorset BH15 2JB

or to: Dorset Clinical Commissioning Group
Canford House
Discovery Court Business Centre
551–553 Wallisdown Road
Poole
Dorset BH12 5AG

All our staff **acknowledge your right to complain, to be assisted in this, to have your complaint thoroughly and impartially investigated, and to be informed of the results of the inquiry.**

All formal complaints will be acknowledged in writing within three working days, outlining the proposed way forward to address your complaint and the timescales. We will seek your agreement to the proposals to ensure we know what you would like to see happen. Please note that, where possible, our responses have to be sent to the patient, even though a relative or friend may have written to us. If your complaint involves more than one NHS or Social Services organisation, you should receive one co-ordinated response.

If you remain dissatisfied with any points arising from the investigation, please contact us and let us know so we can try to resolve these outstanding issues. In many instances a meeting with the consultant responsible for your care or the manager of the relevant department will help to settle the matter.

Independent review

If you remain dissatisfied, you can ask for an independent review by the Parliamentary and Health Service Ombudsman. You can make contact:

- Via the website: www.ombudsman.org.uk
- By telephoning the complaints helpline: 0345 015 4033
- By fax: 0300 061 4000

Before taking this option you must first have asked the hospital to investigate your complaint.

Please note the NHS Complaints Procedure cannot deal with complaints about:

- Private treatment
- Events about which you are already taking legal action where it is thought that dealing with the complaint might prejudice the legal action
- Events requiring investigation by a professional disciplinary body

Contact details

If you need help with your complaint, you can contact:

Mrs Carrie Stone

Patient Liaison/Legal Services Manager
Poole Hospital NHS Foundation Trust
Longfleet Road
Poole
Dorset BH15 2JB

Telephone: 01202 442096

Email: carrie.stone@poole.nhs.uk

Alternatively, Dorset Advocacy can provide advice and support about making complaints about any NHS provider. This service is independent of the NHS and no information discussed will be passed on without your permission. Contact:

Dorset Advocacy

Telephone: 0300 343 7000

Email: nhscomplaints@dorsetadvocacy.co.uk

For further general health-related information, please ask the relevant department for an Information Prescription or contact:

The Health Information Centre
Poole Hospital NHS Foundation Trust
Longfleet Road
Poole
Dorset
BH15 2JB
Telephone: 01202 448003

www.poole.nhs.uk

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Ward sister/head of department: Patient Liaison/Legal Services Manager



We can supply this information in other formats, in larger print, on audiotape, or have it translated for you. Please call the Patient Advice and Liaison Service (PALS) on 01202 448499, text 07758 272495 or email pals@poole.nhs.uk for advice.

If you wish to make any comments or to ask about any research evidence used to write this leaflet, please contact the Patient Information Team confidentially: phone 01202 448003, write to the Health Information Centre (address above), or email patient.information@poole.nhs.uk.