

Your feedback and raising concerns



We welcome your feedback

The views of the people who use our services are important to us. We want to know when things have gone well, but also when we don't get things right, so we can try to improve and learn from our mistakes.

We welcome your feedback and want to help with any questions or concerns you may have.

How do I thank staff and make suggestions?

We want to hear about your ideas and the good experiences you have. You can thank staff, send compliments and give us suggestions in a number of ways.

You can email PALS at **est-tr.PALS@nhs.net** or write to the Chief Executive at:

St Helier Hospital
Wrythe Lane
Carshalton
SM5 1AA.

You can also have your say on the NHS website (www.nhs.uk) or give us your feedback by responding to the NHS Friends and Family Test. This is a survey that asks people if they would recommend the services they have used.

For more information about sharing your feedback, visit the website at www.suttonhealthandcare.nhs.uk/your-experience.

FRIENDS AND FAMILY TEST



How do I raise a concern?

Most patients are happy with the care they receive, but we realise that there may be times when we do not get things right. When this happens, we need to know.

Most concerns can usually be sorted out straight away by the staff caring for you or your relative or friend. Tell them what is worrying you and they will do their best to help you.

Ask to speak to:

- the professional in charge of your care (or the care of your relative or friend); or
- a senior member of staff.

If you want to talk to someone not directly involved in your care or the care of your relative or friend, you can speak to someone in our PALS Team. PALS (Patient Advice and Liaison Service) is a confidential service available to support patients, carers and relatives.

You can ask a member of staff to contact PALS for you. You can phone, email or visit our PALS Team at either Epsom Hospital or St Helier Hospital



(see the contact details to the right). PALS is open between 10am and 4pm Monday to Friday, except bank holidays.

St Helier Hospital

Information Centre – ground floor,
(between A and B block)

Phone: 020 8296 2508

Email: est-tr.PALS@nhs.net

Text message (deaf or hard of hearing only): 07975 232021

Epsom Hospital

PALS Office – ground floor,
Headley Wing (block A)

Phone: 01372 735 243

Email: est-tr.PALS@nhs.net

Text message (deaf or hard of hearing only): 07975 232021

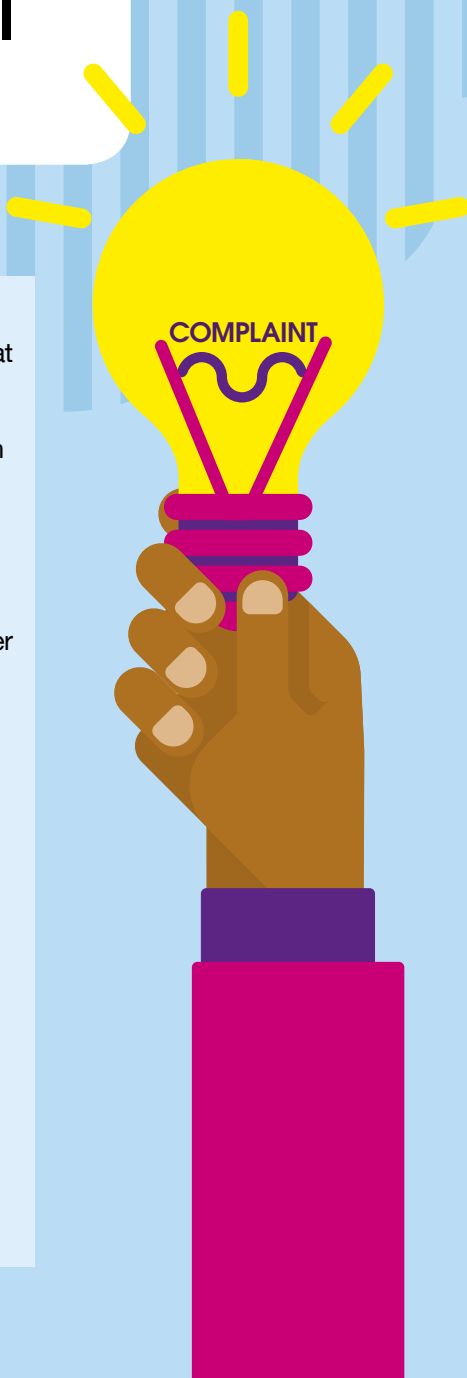
What should I do if I am still not happy?

If you are still unhappy and want to make a complaint, it is important that you try to do so within 12 months of the event. We may not apply this time limit if there is a genuine reason why the complaint could not be made sooner.

We must reply to complaints about services we are responsible for providing. If you are not sure whether you should make your complaint to us, contact PALS or phone the Complaints Team (020 8296 3092) and they will give you advice.

If other agencies were involved in the event you are complaining about, we will work with them as part of our investigation.

We understand that people sometimes worry that making a complaint could affect their care, so we have a process in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone or affect their care.



Who do I contact?

We work as part of a partnership with Epsom and St Helier University Hospitals NHS Trust (the Trust). As part of this partnership, the Trust provides our PALS and Complaints services.

You can make a complaint in writing or by email.

Address:

**Chief Executive
Epsom and St Helier University
Hospitals NHS Trust
St Helier Hospital
Wrythe Lane
Carshalton SM5 1AA**

Email: esth.complaints@nhs.net

You can also phone the Complaints Team on 020 8296 3092.

When writing to or emailing us, don't forget to include:

- your full name and address;
- your phone number;
- your NHS number (if you know it); and
- as much information as you can about what happened, and where and when.

If you are complaining on behalf of someone else, please include your own name and address as well as the patient's. We will also need to have the patient's written permission to give you their personal information. So please include a signed statement from them confirming that they agree with the content of the complaint. If the patient cannot provide written permission for any reason, please contact us for advice.



Can I get help with making a complaint?

You can get help to make a complaint from an advocacy service. They offer a free and confidential service that is independent of the NHS and tailored to your needs. Their staff can help you through the NHS complaints process.

If you live in the Merton area you can contact:

**Voiceability
United House
North Road
London N7 9DP**

Helpline: 00300 330 5454

Textphone: 07860 022939

Email: nhscomplaints@voiceability.org

If you live in the Surrey area you can contact:

**Surrey Independent Living Council
(in partnership with Healthwatch Surrey)**

Phone: 01483 310 500

Text message: 07704 265377

Email: nhsadvocacy@surreyilc.org.uk

Website: www.surreyilc.org.uk

If you live in the Sutton area you can contact:

Advocacy for all

Phone: 0345 310 1812

Website: www.healthwatchsutton.org.uk/complaints-advocacy

Further help is available if you need an interpreter or information in a different format. Details of this service are provided at the end of the leaflet.



CONFIDENTIAL TAILORED SERVICE

What happens after I have made a complaint?



We will acknowledge your complaint within three working days.

We will make sure we fully understand your concerns and what you want to happen as a result of your complaint.

When we contact you about your complaint, we will offer to discuss how we can best settle or investigate your complaint. Sometimes complaints can be settled by us providing an explanation and apologising or taking action to put things right.

Depending on the complexity of the issues, we will agree with you a reasonable timescale to look into and settle your complaint.

If you do not want to discuss your complaint with us, we will write to you and let you know how long it is likely to take to respond to your complaint.

What happens if the issue my complaint relates to needs to be investigated?



If we agree that we need to carry out an investigation, we will:

- appoint a complaints officer to investigate your concerns on behalf of the Chief Executive (they will work with the teams involved to try to settle your complaint quickly and effectively); and
- keep you informed of the progress of the investigation.

When we have finished the investigation we will write to you with our response. This response will include:

- a letter explaining how we have looked into your complaint;

- what conclusions we have reached;
- whether action needs to be taken, what action is needed and when it is likely to be taken;
- an offer of a meeting with relevant staff, if appropriate; and
- further information on what to do and who to contact if you are not satisfied with our response.

Sometimes an investigation can take longer than we first think. If this happens, we will contact you to discuss the reasons for the delay, update you on what is happening, and agree a new timescale for our response.

What if I am still unhappy?

We may suggest you meet the appropriate staff to discuss your complaint in person, or that we make further enquiries and write to you again.

If we still cannot settle your complaint, you can refer it to the Parliamentary and Health Service Ombudsman (the Ombudsman).

Phone: 0345 015 4033

Address: Millbank Tower, Millbank, London, SW1P 4QP

Email: PHSO.enquiries@ombudsman.org.uk

Fax: 01670 511 260

There are further details on their website at www.ombudsman.org.uk.

What will the Ombudsman do?

The Ombudsman will consider whether we have done everything possible to deal with the issues you raised. The Ombudsman will decide whether:

- we need to take further action;
- they should refer the matter back us for us to investigate further; or
- they need to carry out a review of the case.

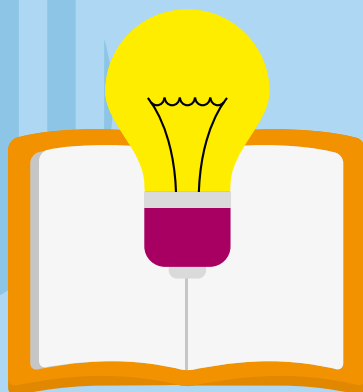


What difference will I have made by raising a concern or making a complaint?

We are committed to learning from concerns and complaints, and using them to improve the services we provide, not only for that particular patient but for all patients. Necessary changes are monitored by senior managers in the relevant areas, and through regular updates to the Board.

What if I want compensation?

The NHS complaints procedure rarely results in compensation. If you want compensation, you will need to get legal advice.



How can I see my health records?

We use your information to provide your care, and we take measures to make sure that the information stays confidential and secure.

The Data Protection Act 2018 allows you to find out what information we hold. The right is known as 'Subject Access' and applies to both your written health records and any computerised records.

If you want to see your records or have copies of the information, visit the website at www.epsom-sthelier.nhs.uk/access-to-health-records for information on how to do this.

Language and support services

If you, your carer or someone you care for needs help to communicate with us, including needing an interpreter, please speak to a member of staff, phone PALS on 01372 735243 or send an email to est-tr.PALS@nhs.net.

For more information about language and support services, visit the website at www.epsom-sthelier.nhs.uk/communication-information-support.

اگر آپ کو، آپ کی دیکھ بھال کرنے والے کو یا کسی ایسے شخص جس کی آپ دیکھ بھال کرتے ہوں کو ہمارے ساتھ رابطہ کرنے میں مدد کی ضرورت ہو، جس میں ایک مترجم بھی شامل ہے، تو برائے مہربانی عملے کے کسی رکن سے بات کریں یا پی ای ایل ایس (PALS) کو اس نمبر پر فون کریں، 01372 735243 یا اس پتہ پر ای میل بھیجیں est-tr.PALS@nhs.net

ஒரு வேளை உமக்கோ, உமது கவனிப்பாளருக்கோ அல்லது உங்களுக்கு மிகவும் வேண்டப்பட்டவருக்கோ, ஒரு மொழிபெயர்ப்பாளரின் சேவை குறித்த தேவையையும் சேர்த்து, எங்களுடன் தொடர்புகொள்ள உதவி தேவைப்பட்டால், எமது அலுவலர் ஒருவருடன் உரையாட 01372 735243 என்ற எண்ணில் பால்ஸ் என தொலைபேசி மூலம் தொடர்பு கொள்ளவும் அல்லது est-tr.PALS@nhs.net என்னும் விலாசத்திற்கு மின்னஞல் அனுப்பவும்.

Eğer siz, bakıcınız, ya da ihtiyaçları için il ilendiğiniz bir kişi, çevirmen de dahil olmak üzere bizimle irtibata geçmek isterse lütfen elemanlarımızdan biri ile konuşmak istediğinizi söyleyin, ya da PALS'ı 01372 735243 numarasından arayın veya est-tr.PALS@nhs.net adresine email gönderin.

ئەگەر خۆت، بەخنيوكمارى تو، يان كەسنيك كه تو بەختيوى دهكەيت ئېنويستى بە يارمەتى ھەمە ئو پەيوئنديكردن لەگەڵ تيمە، ئو نمورنە ئېنويستى بە وەرگيزى زارەكى ھەمە، تەكايە لەگەڵ يەكتيك لە كارماندەگانمان قسە بكە، بە ئۆمارەى est-tr.PALS@nhs.net 01372 735243 تەلەفون بەكە ئو PALS يان نيمەيل بئيرە ئو

Jeśli Państwo, Państwa opiekun lub osoba przebywająca pod Państwa opieką potrzebują pomocy w skontaktowaniu się z nami (dotyczy to także zgłoszeń o wezwanie tłumacza), prosimy zwrócić się do członka personelu, skontaktować się telefonicznie z PALS pod numerem 01372 735243 lub wysłać e-mail na adres: est-tr.PALS@nhs.net

Se você, o/a seu/sua prestador/a de cuidados ou alguém a quem presta cuidados necessita de ajuda para comunicar connosco, incluindo a necessidade de um/a interprete, por favor fale com um dos funcionários, telefone para PALS no seguinte número 01372 735243 ou envie um email para est-tr.PALS@nhs.net

Ако Виe, Вашият болногледач или някой, за когото се грижите, се нуждаете от помощ, за да общувате с нас, включително ако се нуждаете от преводач, моля, обърнете се към персонала, позвънете на PALS на номер 01372 735243 или изпратете имейл до est-tr.PALS@nhs.net

اگر شما، مراقب شما یا به کسی کمک می کنید تا برای برآوردن نیاز هایش با ما در ارتباط باشد، این نیاز می تواند شامل دسترسی به یک مترجم باشد. شما می توانید برای این منظور با یکی از اعضای پرسنل ما تماس بگیرید. این تماس را می توانید از طریق تلفن به پلاس با شماره: 01372735243 انجام دهید و یا ایمیلتان به آدرس زیر بفرستید.
est-tr.PALS@nhs.net

Если вы, или ваша сиделка, или тот человек за которым вы ухаживаете свяжитесь с нами и вам необходим перевод, позвоните нашему сотруднику по телефону PALS, тел. 01372 735243 или пошлите эл. письмо по адресу est-tr.PALS@nhs.net

إذا كنت ترغب في الحصول على مساعدة لك أو للشخص المعني برعايتك للتواصل أو التحدث معنا بما في ذلك الحاجة إلى مترجم، الرجاء الاتصال بأحد موظفينا على هاتف (بالز) على الرقم ٠١٣٧٢ ٧٣٥٢٤٣ أو إرسال رسالة إيميل إل
est-tr.PALS@nhs.net

We can provide information in alternative formats, such as easy-read or large print, and sometimes in different languages. Please phone PALS on 01372 735243 or send an email to est-tr.PALS@nhs.net.