

## Comments, compliments, concerns and complaints

We aim to provide safe, high quality care for all our patients. This leaflet tells you about the different ways to contact us if you have any concerns about your care, suggestions for improvements, compliments, or wish to make a formal complaint.

We always welcome your feedback, which helps us improve the services we provide to all our patients.

**Please be assured that raising a concern or making a complaint will not affect the care we provide to you or your family in any way.**

### Comments

We welcome your comments about our services and any suggestions for improvements. We offer the **Friends and Family Test (FFT) survey** to all patients to complete in hospital. This is an anonymous survey and we will make sure that all the comments we receive are shared with the relevant teams. Any actions we take following your feedback are displayed on our 'you said—we did' posters. You can also access the survey on our website: [www.enherts-tr.nhs.uk/surveys](http://www.enherts-tr.nhs.uk/surveys) and look for the ward or clinic you attended.

### Compliments

It's good to know when we're getting things right so we can share good practice across the Trust. If you've been impressed with your care, please let our staff know by adding your comments to a Friends and Family Test survey form. Alternatively, write to our Chief Executive at the address on the next page or email our **Patient Advice and Liaison Service (PALS)** at [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

### Concerns

We want to know if you have any concerns about your care or treatment so we have the chance to put things right. Please speak to the staff caring for you or ask to speak to the manager or matron. They will try to resolve your concerns and answer any questions straight away.

You can also contact the PALS Team. PALS provide advice and support for patients, relatives and carers. They are here to listen to you, help to resolve concerns and queries and provide general information on NHS services.

The PALS office is located next to the shop in the main Lister Hospital corridor. PALS staff can visit patients on the ward, please ask a member of staff to arrange this or you can telephone the PALS Team (see the useful contact details on page 3).

The PALS and Complaints Service is available to patients and relatives who visit The New QEII and Hertford County Hospitals, and Mount Vernon Cancer Centre. Unfortunately, we are unable to provide a drop-in PALS service at any of these sites but the team at the Lister are available to offer support and advice via phone or email.

## Complaints

If you are still unhappy and wish to make a formal complaint, please write to:

Chief Executive  
East and North Hertfordshire NHS Trust  
Lister Hospital (L66)  
Coreys Mill Lane  
Stevenage  
Herts SG1 4AB

or you can call the Complaints Team on **01438 286959**  
or email: [patcomplaints.enh-tr@nhs.net](mailto:patcomplaints.enh-tr@nhs.net)

**Our staff want you to be happy with our services.**

**We learn from complaints to make things better for you, your family and other patients.**

### Who can complain?

A patient, or another person can make a complaint on behalf of a patient (such as a family member, close friend or next-of-kin). Where possible we will ask the patient to fill in a form giving consent for the complaint to be made on their behalf and for information to be shared.

### What happens next?

We will acknowledge receipt of your complaint within 3 working days and try to contact you by phone to discuss how it will be handled and agree the likely timescale for a full response. If we are unable to contact you by phone, we will write to you to let you know who will be handling your complaint.

We will investigate the complaint and try to resolve it speedily and efficiently. We will let you know if it's taking longer for us to investigate than we had anticipated. We may ask to meet with you to discuss and understand your concerns.

Following the investigation, we will provide a written response to your complaint with a full explanation of your care and treatment. We will let you know the outcome of the complaint and whether any changes will be made as a result of your concerns. If you are not happy with the response to your complaint let us know straight away so that we can try and put this right.

Our policy for the management of complaints and concerns is available on our website or you can phone/email to request a copy (see the useful contact details on page 3).

### What if I am still unhappy with the response?

If you are still unhappy with the response to your complaint you can contact the **Parliamentary and Health Service Ombudsman**. Please complete their online form for complaints about the NHS in England: [www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)

### What if I need help to make a complaint?

If you require support in making a complaint, you can contact the **Independent Complaints Advocacy Service (ICAS)**. The ICAS provider for Hertfordshire and Bedfordshire is **POhWER**, please see contact details below.

## Useful contact details

### East and North Hertfordshire NHS Trust:

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

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

- Telephone 01438 285811 (Monday to Friday, 9am-12 noon and 1pm-2pm)
- Email - [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

### Parliamentary and Health Service Ombudsman:

- Telephone 0345 015 4033  
Monday to Thursday. 8.30am to 5pm  
Friday - 8.30am to 12 noon

### POhWER:

- Telephone 0300 456 2370  
Monday to Friday, 8am – 6pm (excluding bank holidays)
- Email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)
- Address: POhWER, Hertlands House, Primett Road, Stevenage. Herts SG1 3EE

## Leaflet information

**You can request this information in a different format or another language;  
please speak to your doctor or nurse.**

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