

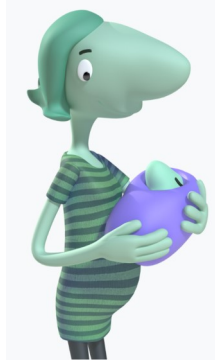
# Comments

# Compliments

# Concerns

# Complaints

Patient information leaflet



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 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.

## **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 leave a message with our PALS team on **01438 285811**.

## **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 Patient Advice and Liaison Service (PALS). 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 **PALS: 01438 285811, Monday to Friday, 9am-12 noon and 1pm-4pm, or email: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)**

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 three 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 (contact details above).

**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)

**Tel: 0345 015 4033**

Monday to Thursday - 8.30am to 5.00pm

Friday - 8.30am to 12 noon

**If you require support in making a complaint you can contact the Independent Complaints Advocacy Service (ICAS):**

ICAS provider for Hertfordshire and Bedfordshire:

POhWER

Hertlands House

Primett Road

Stevenage

Hertfordshire SG1 3EE

email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Tel: 0300 456 2370**

Open Monday to Friday - 8am to 6pm (excluding bank holidays)

**Healthwatch is the health and social care champion:**

Healthwatch Hertfordshire

Kings Court

London Road

Stevenage

Hertfordshire

SG1 2NG

email: [info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk)

**Tel: 01707 275978**

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[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)

You can request this information in a different format or another language.