

Comments, Concerns, Compliments and Complaints



This leaflet will tell you how you can talk to someone about something you do not like or you are not happy with.



You may want to give someone a compliment.



Your comments are very important to us as it will help us to make our services better.

Comments and Compliments



We like to hear what you have to say about the care we give you and about anything we could do better.



It's good to know when we get things right. If you are happy with your care, please let our hospital staff know.



You can write your comments on a Friends and Family Test survey form. You do not need to tell us your name.

**You Said,
We Did...**

We will make sure we share all the feedback we receive with the right team. Some of the comments we receive will be shown on posters around the hospital.

Concerns



We like to hear if you are not happy about any of your care or treatment so that we have the chance to put things right.



You can speak to the nurse or other staff looking after you, or ask to speak to the manager or matron.



They will try to make things right and answer your questions straight away.



You can contact PALS (the Patient Advice and Liaison Service) who give help and support to patients, family and carers.



You can phone PALS on 01438 285811



You can e-mail PALS: pals.enh-tr@nhs.net

Complaints



If you are still not happy you can make a formal complaint.



Anyone can make a formal complaint.

A formal complaint means that your concern has not been fixed and you would like to ask someone else to help you.



You can write a letter to the hospital about what has made you sad. A family member, close friend or carer can help you or do this for you.



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



You can phone the Complaints Team on 01438 284387 and speak to someone about why you are sad about the care you had in hospital.

Complaints



You can e-mail patcomplaints.enh-tr@nhs.net



We aim to contact you in 3 days to let you know how we are dealing with your complaint. We will then look into your complaint and try to make it better.



Afterwards we will write to you with an explanation and outcome of the complaint.



If you are not happy with our letter about your complaint please let us know straight away so that we can try and put this right.



If you are still unhappy with how we have dealt with your complaint you can contact the Parliamentary and Health Service Ombudsman.

You will need to fill in their form for complaints about the NHS in England:

www.ombudsman.org.uk/making-complaint



You can phone the Ombudsman Helpline on 0345 015 4033

Monday to Thursday - 8.30am to 5.00pm

Friday - 8.30am to 12 noon

Complaints



If you need help making a complaint you can contact the POhWER (Advocacy services) who give help and support to patients, family and carers.



You can phone POhWER on 0300 456 2370



You can email POhWER: pohwer@pohwer.net



You can write to Healthwatch if you need help and support:

Healthwatch Hertfordshire
Kings Court
London Road
Stevenage
Hertfordshire
SG1 2NG



You can phone Healthwatch on 01707 275978



You can email Healthwatch:
info@healthwatchhertfordshire.co.uk

