

Compliments or Complaints

What to do if you want to give positive feedback or raise a complaint

What should I do if I have a compliment?

It is great for us to be able to share your compliments with our staff; it also helps us know what we do well so we can continue to improve. Any compliments about our staff and services can be shared with the Chief Executive or the Patient Relations team.

What should I do if I have a complaint or have concerns?

We realise that there may be times when we do not get things right. When this does happen, we need to know and it is important that you try to tell us within twelve months of the event.

Most concerns can often be sorted out straight away by the staff who are caring for you. Tell them what is worrying you and they will do their best to help you.

When necessary, they will contact a more senior member of staff for you, such as a Matron.

If you want to talk to someone not directly involved in your care, you may prefer to speak to our **Patient Advice and Liaison Service (PALS)**. You can ask any member of staff to contact PALS for you, or you can telephone **01539 715577** or **ext 45577** from inside the hospital, or email **pals@mbht.nhs.uk**

If you have explored these options and are still unhappy, or if you do not feel they are the right approach for you, contact **Patient Relations**.

The Patient Relations team is responsible for replying to complaints about services provided by our staff working in our local hospitals and clinics. If other agencies were involved in the event you are complaining about, we will liaise with them as part of our investigation. If you do not know whether

you should speak to us, or someone else, our **Patient Relations team** can help you; telephone us on **01539 716621**.

We recognise that people sometimes worry that making a complaint could be detrimental to a patient's care. We have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.

How can I contact the Trust?

Compliments and complaints may be made verbally or in writing by post, email or web form.

Post: The Chief Executive, University Hospitals of Morecambe Bay NHS Foundation Trust, Westmorland General Hospital, Burton Road, Kendal, LA9 7RG

Telephone: 01539 716621

Email: commentsandcomplaints@mbht.nhs.uk

Web: www.uhmb.co.uk/patients-and-visitors

Can I get help to make a complaint?

Advocacy Services offer a free and confidential service that is independent of the NHS and tailored to individual client need. Their staff can also support you through the NHS complaints process.

For Cumbria, Best Life Independent Advocacy Service by People First:

Telephone: 03003 038037

Email: admin@peoplefirstcumbria.co.uk

Web: www.peoplefirstcumbria.org.uk

For Lancashire, Advocacy in Lancashire:

Telephone: 0330 002 22 00

Email: admin@advocacyinlancashire.co.uk

What happens after I have made a complaint?

When we receive your complaint, we will try to contact you to discuss your concerns in more detail and agree a timescale for responding. We will then investigate the issues you have raised. The Chief Executive, or nominated Deputy, will normally write back to you within 35 working days, but occasionally we may suggest a meeting.

Sometimes, an investigation can take longer. If this is the case, we will discuss the reason for this with you and let you know what is happening.

What if I am still unhappy?

We may suggest that you meet with the appropriate staff to discuss your complaint in person or if you have raised additional questions, we can make further enquiries and write to you again.

What if you cannot resolve my complaint?

If we are unable resolve your complaint, you can refer it to the Parliamentary and Health Service Ombudsman (PHSO):

Telephone: 0345 015 4033

Text: 07624 813 005

Address: Millbank Tower, 30 Millbank, Westminster, London, SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org.uk

What will the Parliamentary Health Service Ombudsman do?

The Ombudsman will consider whether the Trust has done everything possible to address and resolve the issues raised. The Ombudsman will then decide if further action is required, if the matter should be referred back to the Trust for further work to be undertaken, or if a review of the case is needed.

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

We are committed to learning lessons from concerns and complaints and to use them to improve the services we provide, not only for that particular patient, but for all patients.

And finally...

If you want to comment on the contents of this leaflet or need any further information, please contact our **Patient Relations team** on **01539 716621**.

Leaflet Details

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Other formats

If you would like to receive this information in an alternative format, then please contact: 01539 715577.

Travelling to our hospitals

For the best way to plan your journey visit our website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS): 01539 715577.

Useful Contact Details

NHS 111 (for 24 hour urgent health advice): telephone 111

Patient Relations Department: 01539 716621

Your Information

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: <http://www.UHMB.nhs.uk/> or contact Patient Advice and Liaison Service (PALS) on 01539 715577.

Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer at 01524 512476.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS on 01539 715577.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad - **0800 328 6297**

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who offers 1-2-1 support and nicotine replacement therapy.

University Hospitals of Morecambe Bay Trust: a great place to be cared for; a great place to work.