

Your Experiences **Matter**

How to say thank you, make a comment, get an answer to a concern or make a formal complaint

How to contact the team

The Patient Experience Team includes our Patient Advice and Liaison Service (PALS) Advisers and our Complaints Officers.

You can write to us at:

Patient Experience Team

York Teaching Hospital NHS Foundation Trust
The York Hospital
Wigginton Road
York
YO31 8HE

You can email or telephone us at:

Patient Advice and Liaison Service

Telephone: 01904 726262
Email: pals@york.nhs.uk
Opening Hours: 08.30 – 16.30, Monday – Friday

Complaints

Telephone: 01904 725137
Email: complaints@york.nhs.uk
Opening Hours: 08.00 – 16.00, Monday – Friday

Listening to your feedback

At York Teaching Hospital NHS Foundation Trust, we aim to provide safe, effective healthcare to our community. Your feedback helps us improve the quality of our care.

Most NHS care and treatment goes well. If you have received excellent care or had a particularly good experience, please let us know.

However, things can sometimes go wrong. If you are unhappy with your care or the service you have received, it is important to let us know so we can improve.

How to give feedback about the care you have received

- You can speak directly to a member of staff such as the ward sister, matron or community nurse.
- You can give feedback, good and bad, by filling in a Friends and Family Test card. Please ask a member of staff for more details.
- You can send a letter or email PALS.
- You can telephone PALS.
- You can use social media including Patient Opinion or NHS Choices.

All your comments will be shared with the staff involved in your care so that we can recognise good practice and improve our services. All information will be treated confidentially.

You may wish to nominate a member of staff for a Star Award which recognises the achievement of staff who have made a difference by doing something extra in their everyday work for patients, visitors or colleagues. Please visit www.york.nhs.uk/staraward

I don't want to complain but I want something to be done

If you are unhappy with any aspect of your care, please try and discuss your concerns early on with a member of staff from the relevant service (e.g. one of the doctors, nurses or other staff caring for you). Often they can resolve the issue quickly for you or provide you with information or advice to help you decide what to do.


In some cases, you may feel more comfortable speaking to someone not directly involved in your care.

Patient Advice and Liaison Service (PALS)

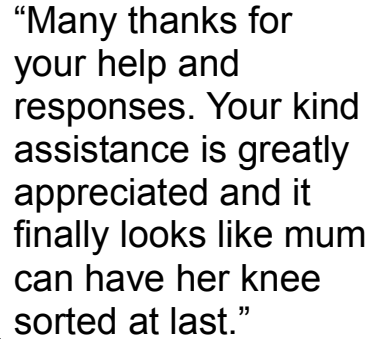
PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

Please note that the PALS team cannot offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS can't help you they will direct you to other sources of help.

Examples of feedback received about PALS:



“You were extremely helpful and efficient in liaising with the ward. I just wanted to say thank you.”



“Many thanks for your help and responses. Your kind assistance is greatly appreciated and it finally looks like mum can have her knee sorted at last.”

If you would like to share your views about local health services you can also contact Healthwatch.

Healthwatch York
01904 621133
www.healthwatchyork.co.uk

Healthwatch North Yorkshire
01904 683802
www.healthwatchnorthyorkshire.co.uk

What if I want to make a complaint?

You can complain in writing, by email or by speaking to someone in the Trust. You can also contact PALS and an adviser will be happy to give you help and advice if you are unsure whether or how to complain.

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend or your local MP can complain on your behalf with your permission.

What can I expect if I complain?

You should:

- have your complaint acknowledged within 3 working days.
- have your complaint formally investigated.
- be kept informed of progress and provided with a full response.
- be reassured that your care and treatment will not be affected as a result of making a complaint.
- be offered the opportunity to discuss the complaint with the lead investigator.
- expect appropriate action to be taken following your complaint.

Can I get help to make my complaint?

If you feel you would like help to make your complaint support is available. A complaints advocate is independent of the NHS and can offer practical support such as help with writing letters, attending a meeting with you and explaining the options available.

This service is free to anyone making a complaint about their NHS treatment or care.

York Advocacy:

01904 414357

www.yorkadvocacy.org.uk

Cloverleaf Advocacy (covering North Yorkshire):

0300 012 4212

www.cloverleaf-advocacy.co.uk

East Riding of Yorkshire Independent Complaints
Advocacy:

0808 802 3000

www.carersfederation.co.uk

If you are unhappy with the outcome of your complaint

We hope our response will resolve your issues. If you have any questions at this stage you will be able to contact the person who carried out the investigation. If, after this, you are still not satisfied with our handling of your complaint, you have the right to refer your case to the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London, SW1P 4QP

www.ombudsman.org.uk

phso.enquiries@ombudsman.org.uk

0345 015 4033

(Monday-Friday 8:30-5:30)

Providing care together in York, Scarborough, Bridlington,
Malton, Selby and Easingwold Communities

Please telephone or email if you
require this information in a different
language or format

如果你要求本資訊是以不同的語言
或版式提供，請致電或寫電郵

Jeżeli niniejsze informacje potrzebne
są w innym języku lub formie,
należy zadzwonić lub wysłać
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da
formatta istiyorsanız lütfen telefon
ediniz ya da e-posta gönderiniz



01904 725566

email: access@york.nhs.uk



Braille



Audio e.g.
CD



Large print



Electronic

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Owner

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Date first issued

February 2015

Review Date

February 2019

Version

2 (issued March 2017)

Approved by

Patient Experience Team

Document Reference

PIL 919 v2

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