



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Your Experience Matters

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

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Listening to your feedback

At York and Scarborough Teaching Hospitals NHS Foundation Trust we aim to provide safe, effective healthcare. Your feedback helps us improve the quality of our care and your overall experience.

Most NHS care and treatment goes well. If you have received excellent care or had a particularly good experience, please let us know. Sharing your positive feedback inspires our staff and helps us identify what works well.

However, we know that 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 our services.

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 (FFT) card. Please ask a member of staff for more details.
- You can contact our Patient Advice and Liaison Service (PALS).
- You can share your experiences anonymously on the independent platform Care Opinion at <https://www.careopinion.org.uk/youropinion>.
[Accessed November 2024]
- You can nominate staff for a Star Award. The award recognises the achievement of staff who have made a difference by doing something extra in their everyday work for patients, visitors or colleagues. Visit www.yorkhospitals.nhs.uk/staraward.
[Accessed November 2024]

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

What if I do not want to complain but 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 or provide you with information or advice to help you decide what to do.

PALS

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

PALS offers impartial advice and support to patients, their relatives, friends and carers. They can listen to feedback (positive or negative), help you get answers to your questions and liaise on your behalf to help resolve any concerns about our services.

Please note that the PALS team cannot investigate care provided by another organisation, offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS cannot help you, they will direct you to other sources of help.

You can find further information about PALS on our website: <https://www.yorkhospitals.nhs.uk/contact-us/patient-experience/patient-advice-and-liaison-service-pals/>. [Accessed November 2024]

What if I want to make a complaint?

You can complain in writing, by email or by speaking directly to a member of staff such as the ward sister, matron or community nurse. Alternatively, you can contact our PALS team directly and an officer 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. A family member, carer, friend, or your local MP can complain on your behalf with your permission. However, if you are acting on behalf of a patient we will need to ask the patient for their consent.

Can I get help to make my complaint?

Yes, support is available from your local advocacy service. 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 to you.

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

York Advocacy (on behalf of City of York Council):
01904 414357 www.yorkadvocacy.org.uk
[Accessed November 2024]

Cloverleaf Advocacy (on behalf of North Yorkshire County Council): 01924 454875
www.cloverleaf-advocacy.co.uk
[Accessed November 2024]

East Riding of Yorkshire Independent Complaints Advocacy (on behalf of East Riding of Yorkshire Council): 01924 454875
www.cloverleaf-advocacy.co.uk
[Accessed November 2024]

What can I expect if I complain?

Making a complaint involves the following steps:

- Acknowledgement: We will acknowledge your complaint within three working days.
- Investigation: A lead investigator will be appointed, and you will have an opportunity to discuss your complaint with them. They will conduct an investigation and keep you informed throughout the process.
- Outcome: You will receive a detailed response and, where appropriate, information on actions taken.

What if I am unhappy with the outcome of my 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 [Accessed November 2024]
telephone 0345 015 4033.

Healthwatch

Healthwatch collects feedback about local health services and advocates for patients at the system level. If you would like to share your views about any of our services, you can contact Healthwatch.

Healthwatch York

www.healthwatchyork.co.uk [Accessed November 2024]

Healthwatch North Yorkshire

www.healthwatchnorthyorkshire.co.uk

[Accessed November 2024]

Healthwatch East Riding of Yorkshire

www.healthwatcheastridingofyorkshire.co.uk

[Accessed November 2024]

How to contact PALS

Our core opening hours are Monday - Friday
8:30am to 4:30pm

Telephone: 01904 726262 between the hours of
09:00 - 11:00 am and 1:00 – 3:00 pm

Email: yhs-tr.PatientExperienceTeam@nhs.net

Online form: Click the link below:

<https://www.yorkhospitals.nhs.uk/contact-us/patient-experience/patient-advice-and-liaison-service-pals/pals-form/> or scan the QR code:



Write to PALS, York Hospital, Wigginton Road,
York, YO31 8HE.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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| Author | Complaints and Concerns Lead |
| Owner | Patient Experience Team |
| Date first issued | February 2015 |
| Review Date | January 2028 |
| Version | 7 (issued January 2025) |
| Approved by | Head of Patient Experience and Involvement |
| Document Reference | PIL919 v7 |
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