

Name: _____

Ward: _____

Home Address: _____

Telephone No: _____

Date Completed: _____

Compliment / Comment / Complaint

(Please delete as appropriate)

Papworth Hospital NHS Foundation Trust
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www.papworthhospital.nhs.uk

A member of Cambridge University Health Partners



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Tel: 01480 364657



Large print copies and alternative language versions of this leaflet can be made available on request.

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Quality of Care & Service

Please help us to help you!

Compliments ■

Comments ■

Complaints ■

Papworth Hospital aims to provide a high standard of patient care at all times and also aims to meet the needs of relatives and other visitors to the hospital.

On the spot help and advice

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where our Patient Advice and Liaison Service (PALS) can help. The service is confidential and if necessary, they can also refer patients and families to specific local or national-based support agencies.

You can make contact with the PALS via a member of staff or in person by visiting the PALS office, which is located next to the restaurant.

Compliments/comments/complaints

Compliments on good service are forwarded to the staff concerned and are also entered on the Trust's Register of Compliments.

We value comments and suggestions from patients and their relatives or carers, as they are used to review present services and make changes where needed.

In certain circumstances you may feel that the Trust has not met your needs or expectations and you may wish to make this known. In this instance and outside office working hours please first speak to a senior member of staff dealing with your care, as they may be able to solve the problem promptly.

Alternatively, within office working hours (09.00 - 17.00hrs) you may wish to speak with the PALS Manager who may be able to rapidly sort out the difficulty.

Or you can contact the Clinical Governance department on 01480 364275 to discuss your complaint (direct line and answerphone) or complete the form overleaf and either hand in to a member of staff or post it to PALS.

- All complaints will be acknowledged within three working days of receipt
- The Trust will provide a response to your complaint within the agreed timescales

The Trust recognises the anxiety that people feel when contemplating a complaint. Please be assured that:

- Your complaint will be treated seriously
- Your complaint will be investigated fully and fairly
- Your care, or that of a relative, will not be prejudiced because you have made a complaint
- We will acknowledge and apologise for any failure confirmed by the investigation
- We will endeavour to rectify the problem to prevent a recurrence
- The Complaints Procedure followed by the Trust is in line with guidance set out by the Department of Health

Voice Ability - The NHS Complaints Advocacy Service

If you require help and support with pursuing a formal complaint against the Trust you may wish to contact Voice Ability, an independent advocacy service who can help you (Cambridge, Norfolk and Suffolk areas - telephone 0300 33005454). You can contact them at:

NHS Complaints Advocacy Service
Voice Ability
Mount Pleasant House
Huntingdon Road
Cambridge
CB3 0RN

Email: nhscomplaints@voiceability.org

Parliamentary & Health Service Ombudsman

Papworth Hospital aims to resolve all complaints at a local level: however, if you remain unhappy after local resolution of your complaint has been completed you can request a review of your complaint by the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and you can contact the Ombudsman at:

The Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Complaints helpline: 0354 015 4033

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Details of the Trust's Complaints procedure can be obtained from the PALS office or our website (www.papworthhospital.nhs.uk) or directly from the Clinical Governance department.