

## Our commitment to you

Barts Health NHS Trust is committed to being open with its patients. If any problem affects your treatment or care, we aim to be proactive in telling you openly and honestly what has happened, at the earliest opportunity. Where necessary, we will conduct further investigation and in all cases we will give you information, try to answer your questions and tell you what we are going to do to put the matter right. The same applies whether we learn of a problem as it occurs, or from something that you tell us, or from the investigation of a complaint or incident.

## Data protection Act 1998

The Trust processes your personal information for delivery of high quality healthcare. Your health records could also be used for teaching, training, audit and research, which enables us to deliver the best possible care across the Trust. Further information can be found at [www.bartshealth.nhs.uk/your-visit/advice-and-support/patient-feedback/making-a-complaint/](http://www.bartshealth.nhs.uk/your-visit/advice-and-support/patient-feedback/making-a-complaint/)

## Patient Advice and Liaison Service

If you need general information or advice about Trust services, please contact the Patient Advice and Liaison Service (PALS) on 020 3594 2040 or visit [www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals). Alternatively please contact staff who are providing your care if you require clinical advice.

## Large print and other languages

For this leaflet in large print, please ring 020 3594 2040 or 020 3594 2050.

For help interpreting this leaflet in other languages, please ring 020 8223 8934/ 0800 055 6359.

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Switchboard: 020 3416 5000

[www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)

Patient information

# Tell us what you think of our services - a guide to making comments, compliments or complaints



Barts Health NHS Trust aims to provide excellent care and meet the needs of patients and visitors. We welcome feedback so that we know what works and what improvements need to be made.

### Providing positive feedback

If you want to comment on our services or would like to thank or compliment staff you can use the form provided in this booklet and hand it to a member of staff. Alternatively you can post the form, or write directly to the Central Complaints Team, 3rd Floor, 9 Prescott Street, London, E1 8PR.

If you would prefer you can also provide feedback online:

Tweet us @NHSBartsHealth

Talk to us via [www.facebook.com/bartshealth](http://www.facebook.com/bartshealth)

Give your opinion [www.patientopinion.org.uk](http://www.patientopinion.org.uk)

Tell us about your experience on NHS Choices [www.nhs.uk](http://www.nhs.uk)

Go to <http://www.bartshealth.nhs.uk/get-involved/provide-a-compliment,-comment-or-concern/>

### Raising a concern

If you are concerned about the care or service you or a relative are receiving, please talk to a member of staff as soon as possible and let them know.

We always aim to resolve people's problems as they arise. If you are dissatisfied or have any concerns please tell a member of the ward, clinic, or departmental staff and they will do their best to resolve the matter there and then.

Please be reassured that raising a concern or making a complaint will not affect your care now or in the future in any way; complaints are confidential. We promise to listen carefully to what you say and do everything we can to resolve your issues and find out what went wrong. The following services are also available to help you:

### What if I don't speak English?

If you need help, we have trained Bilingual Health Advocates who may speak your language. You can contact them on 020 8223 8934/ 0800 055 6359. This service is free and confidential to you.

### Что если я не говорю по-английски?

Если Вам нужна помощь, у нас работают профессиональные «защитники пациентов» (health advocates), говорящие на двух языках; среди них, возможно, есть те, кто говорит по-английски и по-русски. Связаться с ними можно по телефонам 020 8223 8934/ 0800 055 6359. Их услуги бесплатны и конфиденциальны.

### A jeśli nie mówię po angielsku?

Aby zapewnić pomoc językową, nasi pracownicy (Health Advocates) mówią wieloma językami i mogą akurat mówić po polsku. Proszę się z nimi skontaktować pod numerem 020 8223 8934/ 0800 055 6359. Ta usługa jest bezpłatna oraz poufna.

### যদি আমি ইংরেজী না বলতে পারি?

আপনার যদি সাহায্যের দরকার হয়, আমাদের কিছু প্রশিক্ষণপ্রাপ্ত দ্বিভাষিক স্বাস্থ্য পরামর্শদাতা আছেন যারা হয়তো আপনার ভাষায় কথা বলেন। তাঁদের সঙ্গে আপনি 020 8223 8934/ 0800 055 6359 নম্বরে যোগাযোগ করতে পারেন। এই সেবা গোপনীয় এবং আপনি তা বিনা খরচে পাবেন।

### Kawaran Haddii Aan Ku Hadli Karin Ingiriisida?

Haddii aad kaalmo u baahantahay waxaanu tababaray Abukaatayaal(Advocates) Caafimaadka ah oo Laba Luqo ku hadla lagana yaabo inay afkaaga ku hadlaan.Waxaad kala xidhiidhi kartaa : 020 8223 8934/ 0800 055 6359. Adeegaasu wuxuu kuu yahay lacag la'aan iyo qarsoodi

اگر میں انگریزی میں بات نہ کر سکتا/سکتی ہوں تو کیا ہوگا؟  
اگر آپ کو عدوی ضرورت ہے تو ہم سے پاس تربیت یافتہ "ہیلتھ ایڈووکیٹ" موجود ہیں جو آپ کی زبان بول سکتے ہیں۔ آپ ان سے اس نمبر پر رابطہ کر سکتے ہیں۔ 020 8223 8934/ 0800 055 6359 - یہ سروس مفت اور رازدارانہ طور پر فراہم کی جاتی ہے۔

### நான் ஆங்கிலம் பேசுவதில்லையென்றால் என்ன?

உமக்கு உதவி தேவையானால், உமது மொழி பேசும் பயிற்சி பெற்ற இரு மொழி தெரிந்த ஹெல்த் அட்வாகேட்ஸ் எம்மிடம் உள்ளனர். நீர் அவர்களை 020 8223 8934/ 0800 055 6359 இல் தொடர்பு கொள்ளலாம். இந்தச் சேவை இலவசமானதும் இரகசியமானதாகும்.

### Et si je ne parle pas anglais?

Si vous avez besoin d'aide nous disposons de représentants bilingues formés pour travailler dans le domaine de la santé ("Bilingual Health Advocates") parlant peut-être votre langue. Vous pouvez les contacter au 020 8223 8934/ 0800 055 6359 . Ce service est gratuit et confidentiel.

### ਜੇਕਰ ਮੈਨੂੰ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣੀ ਨਹੀਂ ਆਉਂਦੀ ਤਾਂ ਫਿਰ ਕੀ ਹੋਵੇਗਾ?

ਸਾਡੇ ਕੋਲ ਸਿਖਿਅਤ ਦੁਬਾਸ਼ੀਏ ਹੈਲਥ ਐਡਵੋਕੇਟ (ਸਿਹਤ ਸੰਬੰਧੀ ਸਲਾਹ-ਮਸ਼ਵਰਾ ਦੇਣ ਵਾਲੇ) ਹਨ ਜੋ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਬੋਲ ਸਕਦੇ ਹਨ। ਤੁਸੀਂ ਇਸ ਲੀਫਲੈਟ ਦੀ ਕਾਪੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਵੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਵਿਰਧਾ ਕਰਕੇ 020 8223 8934/ 0800 055 6359 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

### E se eu não falo Inglês?

Se você precisa de ajuda, nós temos pessoas bilingues treinadas na área de saúde especialmente para ajudá-lo(a) e que falam a sua língua. Estas pessoas são chamadas 'Bilingual Health Advocates' e você pode contactá-las pelo telefone 020 8223 8934/ 0800 055 6359 . A prestação deste serviço é gratuito e confidencial.

### Y si no hablo ingles?

Si usted necesita ayuda, tenemos funcionarios bilingües entrenados en el campo de la salud que pueden hablar su idioma y abogar por usted. Usted puede ponerse en contacto con ellos llamando al numero 020 8223 8934/ 0800 055 6359. Este servicio es gratuito y confidencial.

confidentially. The equality information will be used by Barts Health NHS Trust to help us to monitor the effectiveness of our equality policies.

### What if you are still unhappy?

If you are unsatisfied with our response to your complaint please let us know why and we will do our best to resolve any outstanding issues.

If you are still dissatisfied, you may request an independent review of your complaint by the Health Service Ombudsman, who can be contacted at:

The Parliamentary and Health  
Service Ombudsman,  
Millbank Tower  
London  
SW1P 4QP

**Telephone:** 0345 015 4033 (08.30 – 17.30, Mon-Fri)

**Email:** [Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Ombudsman will generally only consider your complaint once you have completed the Trust's complaints procedure and received your final response.

If the Ombudsman is of the opinion that the Trust can do more to resolve your complaint, they will refer your complaint back to the Trust. It is therefore very important to allow the Trust every opportunity to try and resolve your complaint.

### Patient Advice and Liaison Service (PALS)

PALS offer free confidential help and advice to our patients, relatives and carers. They can:

- Assist you with support and information about your treatment or visit, and answer any questions about our services
- Provide information about other local NHS, community and support services and provide information on the NHS complaints process
- Listen to your concerns, suggestions or queries about our hospital services and feed them back to the Trust. Both positive and negative comments help us to continually improve patient experience
- Help resolve problems that service users may have experienced either as an inpatient, outpatient or visitor to the hospital.

### How to contact PALS

**Telephone:** Tel: 020 3594 2040

**Email:** [pals@bartshealth.nhs.uk](mailto:pals@bartshealth.nhs.uk)

**Face to face:** If you wish to see someone from PALS in person please call the above telephone number where a member of the team will be happy to arrange an appointment for you.

### NHS Complaints Advocacy

NHS Complaints Advocacy Services' are independent of the Trust and provides free, confidential support to people wishing to raise concerns or complain about the health service. They will contact you and liaise with the hospital on your behalf.

### How to contact advocates

#### NHS Complaints Advocacy

**Telephone:** 0300 330 5454

**Textphone:** 07860 022 939

**Fax:** 0330 088 3762

**Email:**

[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

#### POhWER NHS Complaints Advocacy

**Telephone:** 020 8221 2260

**Email:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Website:** [www.pohwer.net](http://www.pohwer.net)

## **Making a complaint**

If we have been unable to resolve your problem and you know you want to make a complaint, there are a number of ways to do this.

### **Face-to-face**

You can tell a member of staff involved in your care that you want or need help to make a complaint. You can also ask to speak to or discuss your complaint with the senior person on duty or manager in charge.

The PALS or the Central Complaints Team can also help people access the complaints process if required. You can book an appointment to see a member of the Central Complaints Team. There is no drop in service or facilities, so please ring beforehand, to arrange an appointment. The numbers are provided below.

### **By telephone**

You can telephone the Central Complaints Team directly to make a complaint on 020 7480 4776 or 020 7480 4719. They will listen to your concern and can offer advice on the options and actions available to manage your complaint.

### **In writing**

You can complete the form at the centre of this leaflet and either hand it to a member of staff, or post it to the Central Complaints Team who will ensure your letter is dealt with promptly and by the right people.

### **By email**

You can email your complaint to: [complaints@bartshealth.nhs.uk](mailto:complaints@bartshealth.nhs.uk)

### **Through our website**

Go to <http://www.bartshealth.nhs.uk/get-involved/provide-a-compliment,-comment-or-concern/>

## **When should you make your complaint?**

Ideally your complaint should be made as soon as possible and within 12 months of realising you have cause to complain.

### **Consent to carry out an investigation**

If you are making a complaint on behalf of someone else, we will need that person's written consent to carry out an investigation even if it's on behalf of a close family member or friend. A form is provided for this purpose at the centre of this booklet.

### **What happens next?**

Think about the outcomes you want as a result of your complaint. A member of staff from the service investigating the complaint (governance lead) will contact you within three working days of receiving your complaint to confirm receipt.

If you have complained on someone else's behalf, we will ask that person for permission to liaise with you and to disclose to you any relevant information about their treatment and care, unless a valid consent form has already been provided.

We will contact you to discuss how you wish your complaint to be handled and negotiate a timescale within which to respond.

We will carry out a full investigation, and may invite you to discuss your complaint in person, or ask you for further information. You will then receive a full response from the Trust usually by letter, unless an alternative method has been agreed with you.

If there are likely to be any delays with our investigation, we will contact you as soon as possible to explain why. You can always contact the lead investigator of your case for an update on the investigation.

Thank you for taking time to make your comments, compliment or complain. The information you have provided will be treated

## Disability Discrimination Act 1995

Under the terms of the Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'. We welcome complaints from people with disabilities.

Do you consider yourself to have a disability?  
 Yes  
 No  
 I would rather not answer

If yes please give details

**If you are completing this form for someone who is not able to give their informed consent, please complete the below section.**

### Consent to investigate

I confirm that I wish Mr/Mrs/Ms/Miss  to act on my behalf and receive all information relevant to my complaint. I understand that information from my health records may need to be disclosed to those involved in dealing with my complaint. I also understand that all information relating to my complaint will be kept completely confidential and will in no way affect my future care.

Signature

Date

Please state why the complainant cannot give consent

## If you have any comments, complaints, compliments or suggestions about our services – please tell us by filling this form

If you would like a personal reply, please fill in your details.

Please detach your completed form and hand it to a member of staff or post it to the Central Complaints Team, 3rd Floor, 9 Prescott Street, London E1 8PR.

Patient details

Name (Mr/Mrs/Ms/Miss)

Hospital No. (If known)

Address

Post Code

Telephone No. (inc. code)

Date of birth

Email address

If you are completing this form for somebody else, please give your details below

Name (Mr/Mrs/Ms/Miss)

Address

Post Code

Telephone No. (inc. code)

Email address

Relationship to patient

Please write your comment, compliment or complaint here.  
Use additional paper if required.

**Age**

- Child (16 and under)
- Adult (17-64)
- Older adult (65 or above)
- I would rather not answer

**Ethnic origin**

*Asian or Asian British*

- Bangladeshi
- Indian
- Pakistani
- Other Asian background

*Black or Black British*

- African
- Caribbean
- Other Black background

*Mixed*

- White/ Asian
- White/ Black African
- White/ Black Caribbean
- Other mixed background

*White*

- White British
- Irish
- Other White background

*Other ethnic group*

- Chinese
- Any other ethnic group
- I would rather not answer

If you have stated other  
please provide details here:

**Gender**

- Male
- Female
- I would rather not answer

**Sexual orientation**

- Gay
- Heterosexual
- Lesbian
- Bisexual
- I would rather not answer

**Religion or beliefs**

- Atheism
- Buddhism
- Christianity
- Hinduism
- Islamic
- Jainism
- Judaism
- Sikhism
- Other
- I would rather not answer