

information



Salisbury
NHS Foundation Trust

Comments,
Concerns,
Compliments
and Complaints

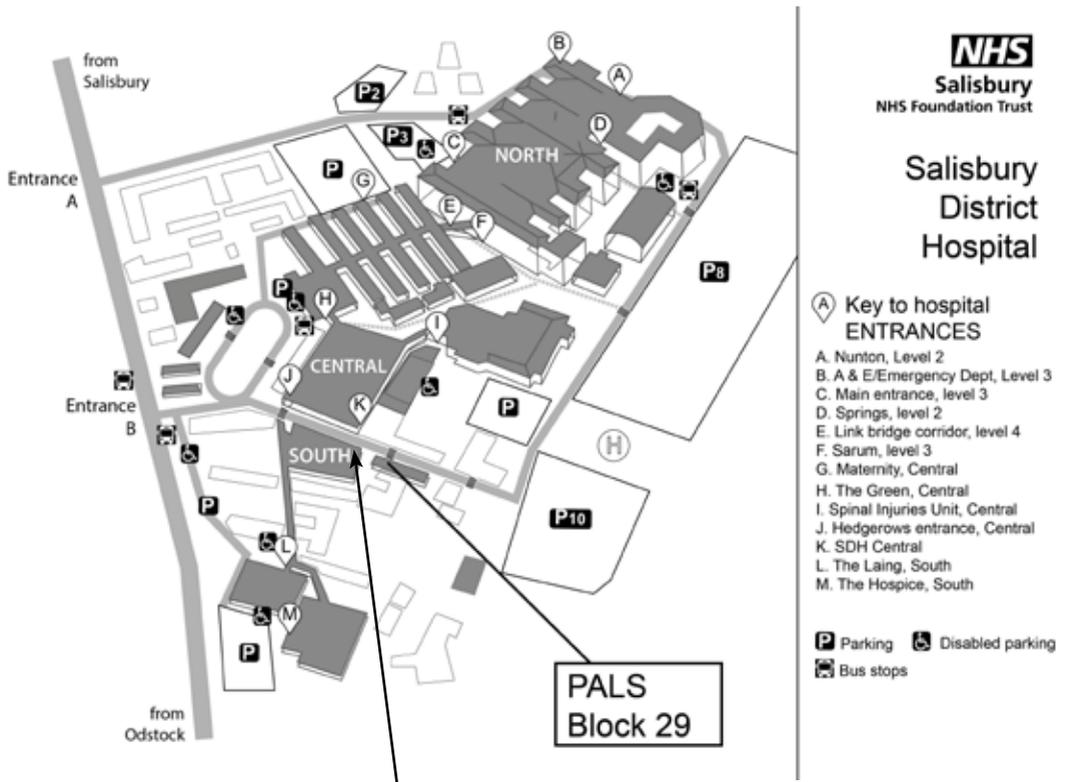
Listening, acting
and improving

**Patient Advice and
Liaison Service (PALS)
Admin Block 29 (entrance B)
01722 429044
email: sft.pals@nhs.net**

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Short stay parking space for visitors to PALS

Introduction

Even though we work very hard to stop things going wrong, we recognise that they sometimes do. When this happens we would like to know so that we can try to put things right and stop the same thing happening again to you, or to someone else.

We have an open and honest approach to dealing with complaints and ensure that they are investigated thoroughly and fairly to establish the facts. We work hard to learn from what people have told us to help us improve the services that we deliver.

Comments

We would like to hear from you if you have a suggestion on how we can improve our service.

Concerns

If you have any concerns, it is always best to let someone know while you are in hospital, for example the ward sister or charge nurse, your consultant or the PALS Team. Please be assured that raising your concerns will not affect your care and treatment in any way.

Compliments

If you are happy with any part of a service you receive please tell us. You can send an email to sft.sox@nhs.net or use any of our contact methods. We will pass your compliment on to the people involved. This will enable us to share good practice to help improve other services.

How to contact us

If you have a concern about your current treatment we would encourage you first to discuss it with the ward sister or consultant. Alternatively you can contact the PALS Team with your comments, concerns, compliments or complaints in the following ways:

- in writing
- by telephone on ☎ 01722 429044
- by e-mail to sft.pals@nhs.net
- in person by visiting PALS.

Who can complain?

Anyone who is, or has been, a patient. You can ask a friend, relative or partner to make a complaint on your behalf, but we must have your written permission before we discuss your personal circumstances with anyone else.

There are some complaints that are excluded from the health and social care complaints procedure:

- Complaints about private treatment.
- Complaints that have already been investigated under the complaints regulations.
- In complaints where legal action is being taken, the Trust must determine whether progressing the complaint might prejudice subsequent legal or judicial action.
- Complaints arising out of the alleged failure to comply with a data subject request under the Data Protection Act 1998.

- Complaints arising out of an alleged failure by an NHS body to comply with a request for information under the Freedom of Information Act 2000.

Complaints where disciplinary action is being taken can be investigated, but the Trust must ensure confidential or personal information is not disclosed to the complainant.

Please talk to our Head of Patient Experience if you would like further explanations about the health and social care complaints procedure.

Talking it through

If you, your relatives or your partner are unhappy with any aspect of your care, or the service you receive, it is best to try and sort it out straight away. If you are an inpatient, or are visiting an inpatient, the best person to talk to is the nurse in charge of the ward. If you are an outpatient, please ask the staff at any reception area to put you in touch with the member of staff you need to talk to.

If you feel that they cannot help you, or you are not comfortable talking to them, visit the PALS Team or call us on 01722 429044. Very often problems can be sorted out straight away, so please contact us as soon as possible so that you can be reassured about any aspect of your care.

The PALS Team can:

- advise and support you, your family, visitors and carers
- listen to your suggestions, queries and concerns
- help sort out problems on your behalf
- give information about NHS services.

Not satisfied with the outcome?

If you are not satisfied with the outcome you can make a complaint in writing to:

The Chief Executive
Salisbury NHS Foundation Trust,
Trust Offices
Salisbury District Hospital
Salisbury SP2 8BJ
01722 336262 ext 4249

Alternatively, you can telephone the PALS Team on 📞 01722 429044

or send an e-mail to: sft.pals@nhs.net

Some advice

You may find the following advice helpful:

- Try to make your complaint as soon as possible after the event that caused the problem. This makes it easier for everyone to remember what happened, and helps us to respond quickly. The health and social care guidelines suggest a time limit of 12 months from the date on which the matter occurred, or the matter came to the notice of the complainant. Exceptional circumstances may allow for an extension of these time limits.
- Please give as much relevant information as you can, including your patient number, name and address. Further information to help you write your complaint is available on the hospital website:

www.salisbury.nhs.uk

- If you are raising more than one concern, it may be helpful to number each point. This helps us to make sure that we answer all your concerns.
- If you are complaining on behalf of someone else, please ask them to sign the letter to confirm that they are happy for us to share their health information with you. If you do not do this, we will send you a consent form for the patient to sign to say that they give permission. We will not be able to start the investigation until we have received the patient's consent.
- Your complaint may trigger an incident investigation if it brings to light problems in yours, or your loved one's care, that were not previously known about. However, if both the complaint and investigation are looking at similar issues, we may not be able to respond to the complaint until the incident investigation is complete.

What happens to my complaint?

1. Local resolution

When we receive a complaint, the Chief Executive will write to you within 3 working days to confirm that we have received it. We may contact you to discuss how you would like us to handle your complaint and agree a timescale to carry out the investigation and respond to you. It will always be clear what this timescale will be.

The Head of Patient Experience will ask a senior manager to investigate your concerns. You can ask for a meeting if you feel that it would be helpful. Please be assured that any complaint you make, written or verbal, will be treated in strict confidence, will not be recorded in your healthcare record, and will have no effect upon the level of treatment and care that is provided by us.

Sometimes it may take longer to investigate your complaint than we have agreed. If this is the case, a member of PALS will contact you to let you know the reason, and agree another response date with you.

In the Chief Executive's response she will try to give you an explanation into what went wrong and what action is being taken to try to make sure that the concern you raised does not happen again. We are committed to learning from all the complaints we receive.

If you feel that we have not responded adequately to all of your concerns, please let us know so that we can investigate further. If after this you still do not feel that your complaint has been fully dealt with, you can write to the Parliamentary and Health Service Ombudsman.

2. The Parliamentary and Health Service Ombudsman (PHSO)

If you feel that your concerns have not been resolved, you can ask the Ombudsman to investigate your complaint. The Ombudsman, who is appointed by Parliament and is completely independent of the NHS, will decide whether to investigate your complaint. You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank

London SW1P 4QP

Tel: 0345 015 4033

E-mail: OHSC.phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

The PHSO has produced 'My expectations for raising concerns and complaints for users of health services'. It sets out what you should expect from the complaints process ombudsman.org.uk/publications/my-expectations-raising-concerns-and-complaints.

Advocacy Services

If you would like additional support, the following advocacy services are free, independent and can help you make a formal complaint. These organisations can also help ensure that medical or legal terms are explained to you.

Wiltshire patients should contact:

SEAP (Support Empower Advocate Promote)

 0300 3435733

Email: info@seap.org.uk

Dorset patients should contact:

Dorset Advocacy

 0300 343 7000

email: nhscomplaints@dorsetadvocacy.co.uk

Hampshire patients should contact:

Portsmouth, Southampton & IOW areas

SEAP  0330 440 9000

Email: info@seap.org.uk

All other Hampshire addresses:

Healthwatch/Citizen's Advice Bureau

 01962 440262

email: shwadvocacy@havantcab.org.uk

Mediation Service

Mediation can be used to resolve conflict/communication breakdown between patients/relatives and staff to stop the situation from escalating to a formal complaint. In some cases a complaint investigation may be underway already. If this is the case, the mediator's role is purely to mediate between the parties to restore communication. The mediator is not expected to get involved in the investigation or complaint. If you would like to use mediation please contact ☎ 01722 336262 ext. 4401.

Access to your medical records

Under the Data Protection Act, you have the right to copies of information held in your medical records. This may include medical photography, X-rays, appointment details or test results. There is no charge for this service.

If you would like copies of the information held in your medical records, please write to:

The Health Records Manager
Salisbury NHS Foundation Trust
Odstock Road
Salisbury
SP2 8BJ

Helpful national organisations

1. **Action against Medical Accidents** ('AvMA'): An independent national charity that specialises in advising people who have been affected by lapses in patient safety ('medical accidents'). It offers

free advice on NHS investigations; complaints; inquests; health professional regulation and legal action regarding clinical negligence. Most advice is provided via its helpline or in writing but individual 'advocacy' may also be arranged. It can also refer to other specialist sources of advice, support and advocacy or specialist solicitors where appropriate.

www.avma.org.uk

0845 123 2352

- 2. National Survivor User Network:** Is developing a network of mental health service user and survivors to strengthen user voice and campaign for improvements. It also has a useful page of links to user groups and organisations that offer counselling and support.
www.nsun.org.uk

- 3. Patients Association:** Provides advice, support and guidance to family members with a national helpline providing specialist information, advice and signposting. This does not include medical or legal advice. It can also help you make a complaint to the CQC.
www.patients-association.org.uk
020 8423 8999.

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If you need your information in another language or medium (audio, large print, etc) please contact PALS on 01722 429044 or email: sft.pals@nhs.net

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

The Friends and Family Test - Please complete The Friends and Family Test to tell us about your experience at www.salisbury.nhs.uk/FriendsFamily or download our app to your smartphone from the Apple App Store and the Google Play Store.