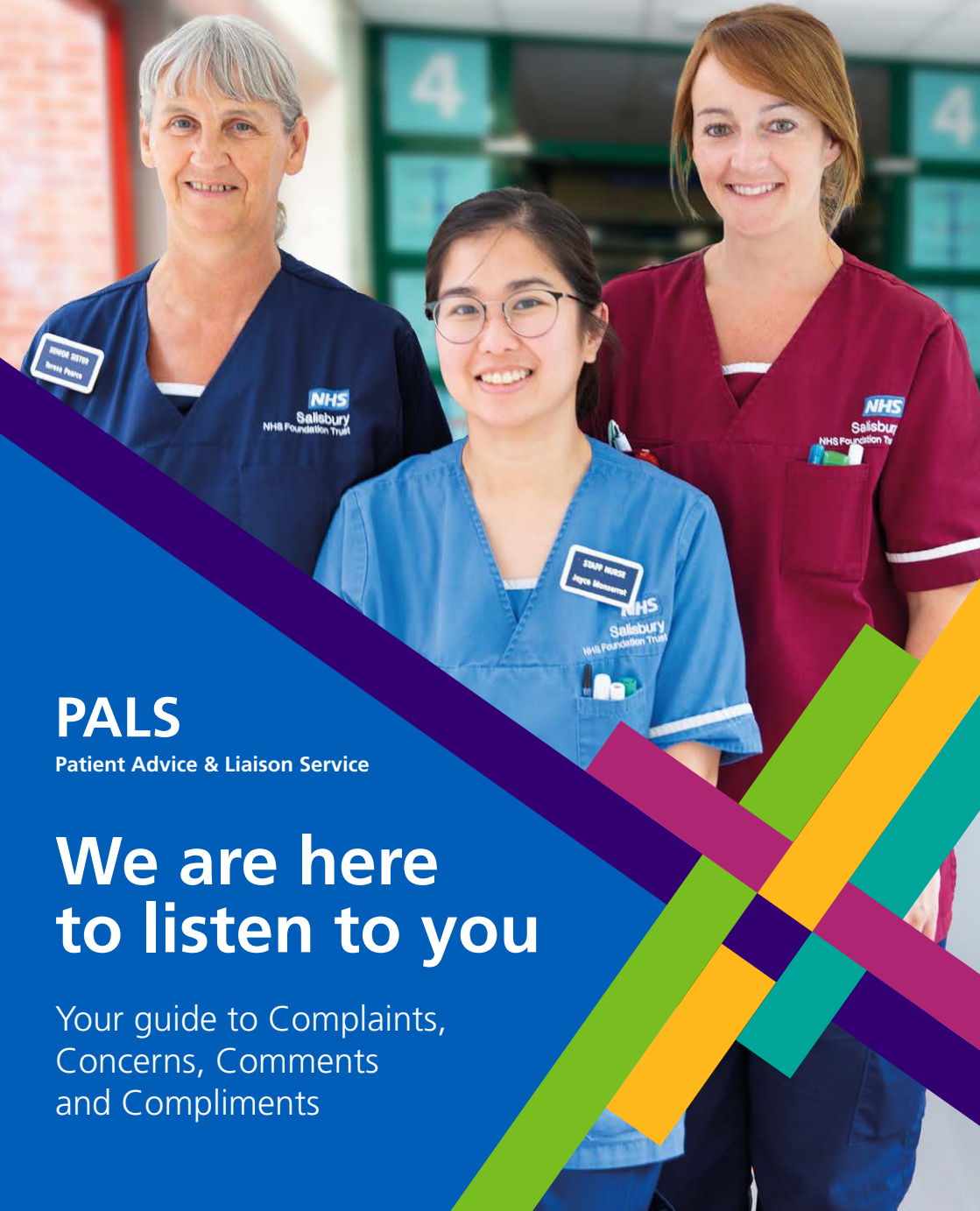




Salisbury
NHS Foundation Trust



PALS

Patient Advice & Liaison Service

We are here to listen to you

Your guide to Complaints,
Concerns, Comments
and Compliments

Contents

How to find us	3
PALS – who we are and how we can help you	5
– Meet our PALS team	5
– Comments	6
– Compliments	6
Accessibility Information	6
Making a complaint	7
– Talking it through	7
Advocacy services	8
How to contact us	8
The complaints process	9
– Who can complain?	9
– What to consider when making a complaint	9
– If talking it through does not help	10
– What happens to my complaint?	11
– What should you expect from the final response?	11
– What if I am not happy with the final response?	12
– The Parliamentary and Health Service Ombudsman (PHSO)	12
– Local Advocacy services	13
Access to your medical records	14



How to find us

The Patient Advice and Liaison Service (PALS) office is located in the Central part of the hospital. We are most easily accessible via Entrance B on Odstock Road, then 'The Green' Entrance ([Entrance I on the map](#)).

Through 'The Green' Entrance (see below) the office is the second door on the left.

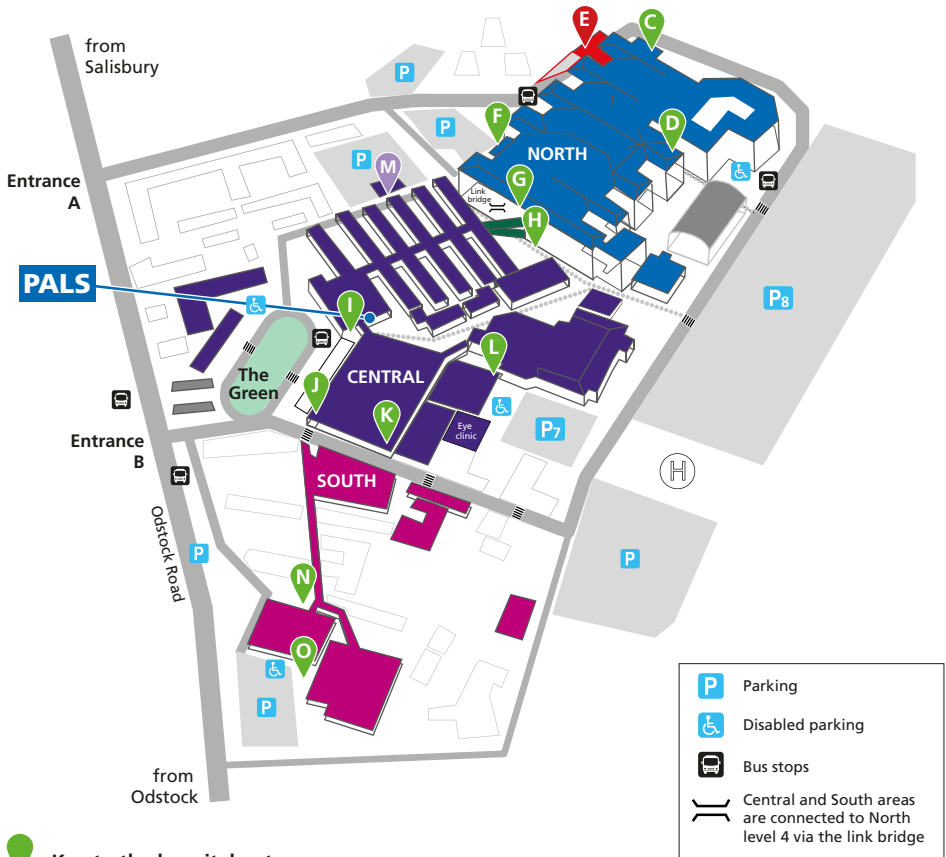
If you are accessing PALS from the Main Entrance in the North building ([Entrance F on the Map](#)), you will need to go up to level 4 and follow the signs for the link bridge.

There is a short stay designated PALS parking space (30 minutes max.) for visitors to the PALS office. This is located just outside the [Green Entrance](#). Alternatively, there is parking in [Car Parks 7 and 8](#).



PALS Office:
Use 'The Green' Entrance, then second door on the left.

Salisbury District Hospital



Key to the hospital entrances

- | | | |
|--------------------------------------|--------------------------------|-----------------------|
| C. Nunton, level 2 | H. Sarum, level 3 | M. Maternity, Central |
| D. Springs, level 2 | I. The Green, Central | N. The Laing, South |
| E. A&E Emergency Department, level 3 | J. Hedgerows entrance, Central | O. The Hospice, South |
| F. Main entrance, level 3 | K. SDH Central | |
| G. Link bridge corridor, level 4 | L. Spinal Centre, Central | |

PALS Department

The Green Entrance
(Entrance B)

- 01722 429044
- sft.pals@nhs.net
- Follow us on Twitter: [@PALSatSDH](https://twitter.com/PALSatSDH)

PALS – who we are and how we can help you

As the Patient Advice and Liaison Service (PALS), we act as the “customer service” for our hospital. We can advise and support you, your family, visitors and carers with:

- Listening to your suggestions, queries and concerns.
- Helping to sort out problems on your behalf.
- Giving information about NHS services.
- Facilitating access needs including arranging interpreters or other accessible information ([see page 6](#)).

Meet our PALS team

We can also give you information about the NHS complaints procedure ([see page 9 of this booklet](#)), including details of Advocacy services if you want to make a complaint. A member of our team can take the details of your complaint and will work with the relevant department(s) to investigate your concerns.

Additionally, we are able to help you get involved with the hospital through our various engagement initiatives.



Contact a member of the team who can tell you about the different ways you can give us your views or how you can help us to improve our services:

Email sft.pals@nhs.net or call the PALS office on **01722 429044**.

Comments

We would like to hear from you if you have any suggestions on how we can improve our services. You can make suggestions in any way that suits you. This could be done informally with a member of the PALS team, or more formally through our patient engagement initiatives.

Compliments

If you are happy with any part of a service you receive, please tell us. We can learn just as much from what we do well as to what can be improved. This will enable us to share good practice to help improve our services.

If you would like your compliment to be specially recognised with an individual, team or department you can email sft.sox@nhs.net. This is a formal recognition of your experience and all SOX (Sharing Outstanding Excellence) nominations are reviewed by our Executive Team. Each month one is selected for special recognition.

Accessibility information



If you need your information in another language or format (including audio, large print, etc.) please contact PALS:

Email sft.pals@nhs.net or call the PALS office on **01722 429044**.



Making a complaint

Although we hope that all patients will have a positive experience of using our services, we accept that sometimes things can go wrong. 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 and use this to help us improve the services that we deliver.

Talking it through

If you have any concerns, it is always best to let someone know whilst you are in hospital. This can be the ward sister, charge nurse or your consultant. Please be assured that raising your concerns will not affect your care or treatment in any way. 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 Senior Sister or 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, then contact the PALS Team. 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.

Advocacy services

The health and care system can seem complex and confusing and saying what you want can be stressful, especially if you need ongoing support.

Advocacy services can help you express your opinions. If you would like support with raising your comments or a complaint then you may want to consider contacting an Advocacy service. It is recommended that you contact them at the earliest stage of raising your complaint or concern. Please refer to [page 13](#) of this booklet for a list of local Advocacy services.

How to contact us

If you have a concern about your current treatment, we 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:** PALS – Block 62, Salisbury District Hospital, Odstock Road, Salisbury, SP2 8BJ.
- **By telephone** on 01722 429044.
- **By email** to sft.pals@nhs.net.
- **Via our online complaints form** – which can be found [here](#).
- **Or by visiting the PALS office** in person.

If you cannot visit in person, we can also set up a video call at your request.

The complaints process

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 which require different procedures to be followed and which we can't look at under the health and social care procedure described in this booklet.

These include:

- Complaints about private treatment;
- complaints that have already been investigated;
- complaints where legal action has already been started;
- complaints about data subject requests under the Data Protection Act 2018;
- complaints relating to requests under the Freedom of Information Act 2000.

If the Trust has already started disciplinary action a complaint about the same person can be investigated

but there will be restrictions on the information that can be given to the complainant in order to protect personal and confidential information.

Please talk to our PALS Lead if you would like more information about what can and can't be considered under the health and social care complaints procedure.

What to consider when making a complaint

- **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 i.e. if the complainant had good reasons for not making the complaint within that time limit and, notwithstanding the delay, it is still possible to investigate the complaint effectively and fairly.

- Please give as much relevant information as you can, including your patient number, name, address and contact number. Further information to help you write your complaint is available on the hospital website [here](#).
- 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 this is not possible, we will send you a consent form for the patient to sign to say that they give permission for details related to their complaint to be discussed with you. We will not be able to start the investigation until we have received the patient's consent.
- Your complaint may trigger a review if it brings to light problems in your or your loved one's care that were not previously known about. However, if both the complaint and the review are looking at similar issues, we may not be able to respond to the complaint until the review is complete. You will be advised of this.
- 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.
- We aim to ensure your complaint is resolved as soon as we can, so we ask you to consider what outcome you would like from raising your complaint. If you are unsure about this, please talk to a member of the PALS team who may be able to help you with this.

If talking it through does not help

You can make a formal complaint to the Chief Executive in writing.

Please address this to:

The Chief Executive
Salisbury NHS Foundation Trust,
Trust Offices
Salisbury District Hospital
Salisbury SP2 8BJ

Or call 01722 336262 extension 4249.

What happens to my complaint?

When we receive a complaint, we will write to you within three working days to confirm that we have received it. We may contact you further to ensure we have interpreted the key points of your complaint correctly and what outcome you would like. We will also discuss how you would like us to handle your complaint, the best method of response and agree a timescale to carry out the investigation. It will always be clear what this timescale will be.

You will be given a complaints coordinator from the PALS team who will be your point of contact throughout the complaints process. You will also be provided with a reference number which you should use when contacting the PALS office about your complaint. Investigation of your complaint will be undertaken by a senior manager within the department to which your complaint relates.

Please be assured that any complaint you make, will be treated in strict confidence. It will not be added to your healthcare record and will have no effect on the treatment and care that is provided to you.

Sometimes it can take longer to investigate your complaint than we have originally agreed. If this is the case, your PALS contact will let you know the reason for the delay. We will then look to agree another response date with you.

What should you expect from the final response?

Whether your final response is provided as a formal written letter, a meeting, or telephone call, you can expect the following:

- An explanation of what happened and why.
- A full and thorough investigation.
- Acknowledgement, accountability and apology where appropriate.
- Clear actions and learning that has come from your complaint to ensure that the concern you raised does not happen again.

In addition to the above, we strive to ensure our complaints process is as accessible and as easy to use as possible. We will also work to ensure the earliest possible resolution for you; that you receive a meaningful apology and that a full and thorough investigation is undertaken.

The Trust is committed to learning from all the complaints we receive.

Following closure of your complaint, you will be sent a complaints survey. It is very important to us that any patient, visitor, relative or friend not only feel able to raise their concerns but are happy with the actions that we take as a result. We will look at this feedback and use it to review and improve our complaints procedure.

You can access the survey [here](#).

What if I am not happy with the final response?

While we make every effort to resolve a complaint, there may be times where a complainant is unhappy with our response.

In these circumstances we would conduct further investigations and provide a further response if needed or arrange a follow-up meeting with yourself, the service leads and any other relevant staff.

You also have the option to take your complaint further and raise this through the Parliamentary and Health Service Ombudsman (PHSO).

There is no provision within the Trust for compensation through our complaints process. Complainants wishing to take legal action or seek compensation should seek independent legal advice at the earliest opportunity.

The Parliamentary and Health Service Ombudsman (PHSO)

If you're not happy with our final response to your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, and some other public organisations. The service is free for everyone. It is important that you make the complaint as soon as you receive our final response as there are time limits for the Ombudsman to look into complaints.

To take a complaint to the Ombudsman, go to www.ombudsman.org.uk/making-complaint or call their Customer Helpline on **0345 015 4033**.

The helpline is open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates. Alternatively, you can email their enquiry team at: PHSO.Enquiries@ombudsman.org.uk or download their complaint form available on their website, posting to: City Gate, 51 Mosley St, Manchester M2 3HQ.



Local Advocacy services

If you would like additional support with your complaint, the following Advocacy services are free, independent and can help you to make a formal complaint.

These organisations can also help ensure that medical or legal terms are explained to you.

Wiltshire patients should contact:

Wiltshire Advocacy

☎ 0330 440 9000

✉ info@theadvocacypeople.org.uk

Dorset patients should contact:

Dorset Advocacy

☎ 0300 343 7000

✉ nhscomplaints@dorsetadvocacy.co.uk

Hampshire patients should contact:

Portsmouth, Southampton and Isle of Wight areas

☎ SEAP 0330 440 9000

✉ info@seap.org.uk

All other Hampshire addresses:

VoiceAbility

☎ 0300 303 1660

✉ feedback@voiceability.org



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

 01722 429359

 shc-tr.medicalrecords@nhs.net



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Salisbury NHS Foundation Trust
Salisbury District Hospital
Odstock Road
Salisbury, Wiltshire SP2 8BJ

T 01722 336262 | E sft.comms@nhs.net

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Date written: September 2023
Review date: September 2024
Version: 3.4

SFT319_10/23

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