

The Patient Experience Team, PALS and Complaints

Introduction

The Wye Valley NHS Trust provides an honest and thorough procedure when reviewing concerns and complaints in order to resolve each case.

The Trust will acknowledge when things have gone wrong and will endeavour to make service improvements.

We welcome comments about your experiences of our services and would like to receive feedback about what you liked and did not like, together with your suggestions of how you think our services can be improved.

The Trust will ensure that if you make a complaint you will not be discriminated against and it will not affect your future care and treatment in any way. We would like you to contact the Patient Experience Team at the earliest opportunity so we can resolve your concerns or complaint as quickly as possible.

Patient Advice Liaison Service

We offer a Patient Advice Liaison Service (PALS). This is a confidential service for patients, relatives and carers to help with any questions or concerns about local health services.

A member of the Patient Advice Liaison Service (PALS) will be happy to meet with you to discuss any issues you may have about the services we provide.

PALS are here to support you, through liaising with the relevant staff to resolve your concerns as quickly as possible.

Complaints

Complaints can be made by anyone who is receiving or has received NHS services who has been affected or is likely to be affected by the action, omission or decision of Wye Valley NHS Trust.

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If you are unable to make the complaint yourself you can ask a relative or friend to make the complaint for you. Your consent will be required as the investigation often results in personal information being supplied to the person who is making the complaint on your behalf.

It is important that you make your complaint as soon as possible after the event. Under the NHS Complaints Procedure a complaint must be made not later than 12 months after:

- **The date of the event which is subject of the complaint; or**
- **The date on which you realised you had something to complain about.**

The above time limit will apply if the Trust is satisfied that you have good reasons for not making the complaint within the time limit.

If you wish to make a complaint please talk to the person in charge of the ward or department as soon as the problem arises.

If the problem cannot be resolved at a local level and you wish to take further action you can ask for your concerns to be addressed through the Trust's formal complaints procedure.

Please write to the Chief Executive outlining your concerns.

If you require any further information or remain dissatisfied with the outcome of your complaint, please contact the Patient Experience Team, who will discuss your options with you.

Disciplinary action against an employee as a result of a complaint will be a confidential matter between the Trust and the employee.

Independent Complaints Advocacy Service (ICAS)

Assistance with making complaints can be provided by ICAS. This service is free, independent and confidential. An Advocate can help and support you through the complaints process; this can include writing letters, attending meetings with you and explaining your options within the complaints procedure. If you would like to talk to an Advocate please contact:

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Onside ICAS, Williamson House

14 Charles Street Worcester

WR1 2AO

Tel: 01905 27525

Parliamentary & Health Service Ombudsman

If the Trust has not resolved your complaint to your satisfaction, you can complain to the Parliamentary & Health Service Ombudsman. This must be done as soon as possible after the conclusion of the Trust's complaints process.

Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Complaints Helpline: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Compliments

If you are pleased with the services the Trust has provided, please tell us.

Our staff welcome comments from patients who have been satisfied with the care and service they have received.

Compliments will be used to highlight good practice and will be communicated widely so that others may benefit.

Access to Health Records

If you wish to access your Health Records please request an application form from: The

Subject Access & DPA Administrator, Health Records Department, The County Hospital,
Union Walk, Hereford HR1 2ER

Tel: 01432 262064/065

Email: wvt.subjectaccess@nhs.net

A maximum fee of £50.00 can be charged for access of health records.

Further information

If you require any further information after reading this leaflet, you can contact **The Patient Experience Team** on **01432 372986** or **Complaints** on **01432 364191** between 10am and 4pm. The office is located at the main reception of Hereford County Hospital and is open between 8:30am until 4:30pm Monday to Friday.

You can write to us at:

The Patient Experience Team,

Wye Valley NHS Trust,

County Hospital,

Union Walk,

Hereford, HR1 2ER.

Alternatively contact us via email at: pals@wvt.nhs.uk

or complaints@wvt.nhs.uk

How to provide feedback

Our aim is to provide a quality of care we would want for ourselves, our families and friends. If there was anything that we could have done, please let us know via the department/ward staff or the patient experience team, available on 01432 372986 or email pals@wvt.nhs.uk (opening times may vary).

This leaflet is available in large print, braille, audio tape or other languages upon request.

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Please contact patient experience team on the above telephone number.

You may be asked to give your opinion on the service you have received. We welcome your feedback as this will help us to improve the care and treatment we provide to our patients.

Wye Valley NHS Trust www.wyevalley.nhs.uk

Telephone 01432 355444