Wye Valley NHS Trust

Quality, Safety and Experience
Patient Information Leaflet – Tell us about your care

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Introduction

At Wye Valley NHS Trust we aim to provide you with the best healthcare and treatment possible, and we are committed to providing safe, high-quality care and ensuring you have the best possible experience. Your views are very important in helping us to get this right and your feedback helps us to improve the care we provide.

Compliments and comments

Many patients wish to share positive feedback about the care they have received. Our staff greatly appreciate hearing when they have made a difference to a patient's experience. If you wish to raise a compliment, this is best achieved with the Patient Advice and Liaison Service or through the Friends and Family Test. Information on these is found later in this leaflet.

Concerns and complaints

If you are feeling unhappy with any aspect of your care or treatment, we want to hear from you so that we can try and put this right.

Raising a concern

Addressing any issues you may have and seeking to resolve them quickly is important to us. Please tell us as soon as possible if you feel the we have not met your expectations. Most concerns can usually be resolved straight away with the staff who are caring for you or your loved one and in the first instance we advise that you speak directly to the ward or department Sister, Charge Nurse, Matron or Manager who will listen to you and work with you to put things right.

Whoever you speak to, tell them what has happened and they will do their best to answer any questions or resolve any issues there and then.

This can include raising issues such as:

- A request for advice or action
- A need for explanation to resolve confusion
- Concern about an error that may have been made

Patient Advice and Liaison Service

What if I am still not happy or not comfortable or confident to say something at the time to staff involved in my care?

The Patient Advice and Liaison Service is a confidential service that can help by supporting you to raise your concerns with the relevant staff. If you are the patient, or have the consent of the patient, the team will work alongside you and the responsible staff to resolve concerns as quickly as possible.

How can I contact Patient Advice and Liaison Service?

Telephone - 01432 256024 (If you reach the answer phone please leave a message and we will do our best to get back to you that day or the following working day).

Email - PALS@wvt.nhs.uk

Making a complaint

We recognize that we cannot always resolve issues as they arise and that sometimes people will want to make a complaint.

We view complaints as an important source of feedback. They help us understand when things have not gone as expected and provide opportunities for learning, improvement, and preventing similar problems from happening in the future. A complaint is an expression of dissatisfaction, either spoken or written, that requires a response. It can be about: an act, omission or decision we have made, or the standard of service we have provided.

How do I make a complaint?

You can raise a complaint within 12 months of the events, or from when you became aware of the issue that you are concerned about by contacting the Complaints Team:

- **Telephone us**: 01432 801 990
- **Write to us**: Complaints Team, Wye Valley NHS Trust, Hereford County Hospital, Stonebow Road, Hereford, HR1 2ER
- **Email us**: complaints@wvt.nhs.uk
- **Complete a complaint details form**
  You can find a copy of the complaint details form from the WVT Webpage – Making a Formal Complaint

Please try to include details of:

- Where and when the issue happened
- The exact issues you wish to be investigated including a description of what happened
- The name of the service or person you are complaining about
- The patient's details and the complainant's details if different
- A contact telephone number
- What you would like to achieve by the complaints process

If you are complaining on someone else's behalf, we will need to gain appropriate consent to share information with you.

The complaints team can support you to record your complaint.

For more information please visit: www.wyevalley.nhs.uk/contact-us/feedback or call us on 01432 801990.

What happens next?

Your complaint will be investigated and shared with the relevant services. Staff will be identified to respond to your complaint; this will often involve clinical teams, nurses, doctors, and senior managers.

Your complaint will be assigned to a named investigating officer, who may contact you to talk with you about your complaint and what you are hoping to happen in response to your complaint.

Depending on the issues raised, an Investigating Officer will decide whether they wish to help you achieve an early resolution or take a closer look.

Early resolution

If we are able to address your concerns effectively within 5 working days, we may decide to close your complaint under early resolution. You will be emailed to confirm this and to summarise how we have responded to your complaint.

Take a closer Look

Some complaints and their issues are more complex and may require further investigation which will take longer than 5 working days.
At the end of the complaint investigation, we will provide you with a written response letter which is signed by the Chief Nursing Officer, or by a designated Trust Executive. We aim to provide you with this response within 30 working days, should we require further time, this will be communicated to you.

Can I get help and support to make a complaint?

An independent advocate can help support you through the complaints process; this can include writing letters, attending meetings with you and explaining your options within the complaints procedure. This service is free, independent and confidential.

If you would like to talk to an advocate, please contact:

Onside ICAS, Williamson House 14 Charles Street Worcester WR1 2AO.

Tel: 01905 27525

What if local resolution is unsuccessful?

If you are not happy with the way we have tried to resolve your complaint, you can ask the **Public Service Ombudsman** to review the matter.

The Public Service Ombudsman can be contacted as follows:

- **Visiting the website** www.ombudsman.org.uk
- **Call the complaints helpline** 0345 015 4033 (Monday to Friday 8:30am to 5:30pm)
- **Write to**: The Public Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

We would like to reassure you that:

- Your complaint will be treated with respect and taken seriously.
- Your complaint will be investigated fairly, thoroughly, and objectively.
- Making a complaint will not affect your care, treatment, or future access to services.
- If something has gone wrong, we will acknowledge this openly, apologise where appropriate, and explain what action has been taken or will be taken to prevent it happening again.
- We are committed to learning from feedback and using it to improve our services.

Alternative formats and seeking feedback

This leaflet is available in alternative formats. If you need this, please contact the Patient Experience Team using the telephone number or email below.
After using our services we may ask for your opinion about your experience. Your feedback helps us to make things better for all our patients.
You can also contact the Patient Experience Team by:

- **Phone:** 01432 256024 (please leave an answerphone message)
- **Email**: PALS@wvt.nhs.uk

You can add comments via the Friends and Family Test:

- Visit wyevalley.nhs.uk website and search for Friends and Family Test.
- Respond to the text message sent after discharge from our services
- Scan the Friends and Family Test QR Code

QR code which are available in all areas. Compliments can also be sent directly to the appropriate ward or department or the Patient Advice and Liaison Services at PALS@wvt.nhs.uk

Your experience matters

We aim to provide the care that we would want for ourselves, our families and friends. If you think something could have been done differently, please speak to the department or ward staff. You can contact them by calling the hospital switchboard and asking for the relevant department. Further information about our services is available on our website:

- **Phone (hospital switchboard):** 01432 355444

Wye Valley NHS Trust www.wyevalley.nhs.uk