

## Will my care be affected by raising my concerns or complaints?

No, we cannot stress enough that your care will not be adversely affected by you raising your concerns or complaints with us. It might very well help to improve your care; because it is only by knowing and listening to what people have to say that we can make things better for you and others.

## What happens if you cannot resolve my complaint?

We will do everything we can to find a resolution to any concerns or complaints that you might have. However, there may be occasions where we can do no more. In these circumstances, we will tell you and you will then be free to ask the Parliamentary Health Service Ombudsman to review your complaint and the way we have responded to you.

## Contact information:

### Patient Experience Team:

Visit our offices in person: we are based at the main reception of the hospital and are open from 8.30am - 5.00pm Monday to Thursday and 8.30am - 4.30pm on Friday.

Telephone us: 01432 372986 (PALS)

01432 364191 (Complaints)

Text us on: 07825 681801

Write to us: The Patient Experience Team, Wye Valley NHS Trust, County Hospital, Union Walk, Hereford, HR1 2ER

Email us:

- [makingexperiencescount@wvt.nhs.uk](mailto:makingexperiencescount@wvt.nhs.uk)
- [complaints@wvt.nhs.uk](mailto:complaints@wvt.nhs.uk)
- [pals@wvt.nhs.uk](mailto:pals@wvt.nhs.uk)

### Onside ICAS (ADVOCACY)

Telephone: 0844 2489248

Onside ICAS

Williamson House

14 Charles Street

Worcester

WR1 2AQ

### Parliamentary and Health Service

#### Ombudsman (PHSO):

Write to - Millbank Tower, Millbank, London, SW1P 4QP

Telephone - 0345 015 4033

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

## How to make Comments, Compliments, Concerns and Complaints

*Listening,  
Responding,  
Improving*



## Remember

If you are concerned about something, the sooner you tell us, the sooner we can find a solution.

Please speak to the member of staff concerned but, if you require further help or assistance or would prefer to speak to someone not directly involved in your case, please contact the Patient Experience Team.

## Patient Experience Team

The Patient Advice and Liaison Service are here to help solve problems and pass on compliments and comments to improve the services we provide.

Contact us if you would like to:

- Give us a compliment
- Make a comment or suggestion
- Tell us about your experience
- Raise any concerns you may have
- Need support to try to resolve issues on the spot.

## What is a compliment?

An expression of satisfaction about how well we deliver our services. If you have received good care from our hospital then please let us know! We will use all compliments to promote good practice.

## What is a comment?

An opinion on how we could do better. Please let us know if you have any comments so that we can pass them on and make improvements where necessary.

## What is a concern?

An expression of dissatisfaction with any services. We are happy to look into any problems you have faced and support you with this.

## What is a formal complaint?

An expression of dissatisfaction with any services, that you feel should be investigated through a formal process. The complaints team will support you through this process.

## Making a formal complaint

If you want to make a formal complaint, we will:

- Find out from you what the problems are and what you would like as the outcome
- Agree with you how you would like your complaint investigated
- Agree with you a timescale in which to investigate your complaint
- Acknowledge your complaint in writing within three working days
- Ensure that the investigation is thorough and fair to all concerned
- Ensure that you receive a response to your complaint
- Ensure that the Trust improves services where appropriate.