

Southport & Ormskirk Hospital



NHS Trust

Patient Experience and Complaints Team

Your views matter

Compliments, Comments,
Concerns and Complaints



Call: 01704 704958

Your views matter

Your views matter and we want to know about them. We can only improve things if you tell us what is wrong and what is right. Whether it's a compliment or complaint we would like to hear it.

A good patient experience means:

You will benefit from having a more positive experience of our services and we will benefit by being able to consider your views, the services we provide and make changes where they are needed.

You have a right to have any complaint, concern or comment about NHS services looked into and to get a full reply. If you complain, you will not be victimised or refused services you would otherwise get.

The Patient Experience and Complaints Team will:

- Provide information about NHS services
- Direct queries to relevant staff or departments

- Listen to concerns and suggestions
- Seek quick resolution to problems when required
- Support people if they wish to make a complaint

Who can use the Patient Experience and Complaints Team?

The Patient Experience and Complaints Team primarily provides a service for

- Any existing or former patients, carers or relatives
- Someone else with the consent of the patient
- Any person who is affected by, or likely to be affected by the action, omission or decision of the Trust

If you're not sure when

Compliments, Comments, Concerns and Complaints

Anyone can contact the team for help, advice and information.

Who can I raise issues with?

If you have an issue, there are a number of options for resolving it. The best way is often to talk with the person concerned or their manager.

If this is difficult, contact the team and ask for some help to sort things out or support with more formal procedures.

We will discuss with you the options available and which are the best for you.

How can I raise an issue?

You can contact the team on 01704 704958 or soh-tr.complaints@nhs.net. Help is available if you ask.

The Patient Experience and Complaints Team will be happy to arrange a meeting at your convenience.

How can I get more independent support?

If you live in Cheshire or Merseyside, Healthwatch Advocacy will be able to help you. You can contact them on 0808 801 0389. If you live in Lancashire, N-Compass Advocacy will be able to help. N-Compass are available on 0345 013 8208.

What about confidentiality?

Whoever looks into your issue may need to involve other staff. This is to work out what happened and then what to do. Any information about you will stay confidential. All correspondence will be filed separately from your care records.

When will I get a reply?

We aim to resolve your issues as soon as possible and will keep you updated. The length of time this may take will depend on the complexity and depth of investigation required. The majority of investigations will require input from clinical staff. All formal complaints are acknowledged within three working days of receipt.

Where to turn, we can help

What if I am still unhappy?

If you have made a complaint and are not happy with the reply, you have the right to refer your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of the NHS and the Government.

The Ombudsman will generally expect the Trust to have completed all efforts of local investigations before accepting a case.

You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower,
Millbank,
London
SW1P 4QP

Tel: 0845 015 4033

Text Tel: 0207 217 40660

Website: www.ombudsman.org.uk

Write to:

Patient Experience and Complaints Team
Southport and Ormskirk Hospital NHS Trust
Town Lane
Southport
PR8 6PN

Contact details:

Telephone: 01704 704958
or 01704 704965

Email: soh-tr.complaints@nhs.net

If you would like a copy of this leaflet in another language or a different format please contact us.