

Information for patients

How to Comment or Complain About Our Service (easy read)



Governance

Sometimes you may be unhappy with the service you are receiving. You may wish to make a comment about the service or complaint about it. This leaflet explains the different ways you can do this.

If you are an inpatient and have concerns, please discuss this with the nurse in charge who will try to resolve your concerns.

PALS (The Patient Advice and Liaison Service)

The PALS service aims to:

- Listen to your concerns
- Help to sort out any problems
- Give advice and support
- Provide information



You can talk to us on the telephone – **01691 404606** or visit us in person – the PALS office is in location 41 in the Clinical Governance department



You can also send an email to: **rjah.pals.office@nhs.net** or write us a letter.



Making a complaint

You can write a letter to the complaints department or send an email to rjah.complaints@nhs.net



You can also phone the complaints department on **01691 404606**.



We will write to you to let you know that we are going to look at the problem to find out what went wrong and what we can do to make things better.

Once we have finished looking at things, the Chief Executive of the hospital will write to you to explain what has happened and what we have done about it.

If you want help to make a complaint, HealthWatch Shropshire, Independent NHS Complaints Advocacy Service can help you and can be contacted on:

Tel: **01743 237884**

Email: enquiries@healthwatchshropshire.co.uk

Website: www.healthwatchshropshire.co.uk/nhs-complaints-advocacy

If you are still unhappy after you have received the letter from the Chief Executive, you can speak to the Parliamentary and Health Service Ombudsman - you can contact them on **0345 015 4033** or via their website - www.ombudsman.org.uk

If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

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