

Compliments, concerns and complaints

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

We need your views

The Northern Devon Healthcare NHS Trust values and welcomes feedback from patients and the public who use the services we provide. The more feedback we receive, the more we learn about how we can improve. Raising a concern or complaint will not negatively affect how you are treated and complaints letters and records are not filed in your healthcare records. We have an open and honest approach to dealing with complaints.

Examples:

The Patient Advice and Liaison Service received feedback regarding the dignity of babies when parents were changing their babies. A baby changing facility was removed and relocated.

We received feedback that a parent didn't know where the baby changing facilities were. We passed this on to the Facilities department who arranged for signs to be put on the toilet doors to tell parents which ones had baby changing facilities.

We received a complaint about the lack of wheelchairs in the orthopaedic outpatients area. We investigated this and as a result three new wheelchairs were purchased.

We received a complaint regarding the cleanliness of one of the toilets in the Endoscopy suite at North Devon District Hospital. An investigation showed that there were gaps in monitoring the cleanliness of these toilets and a chart has been set up which is signed by staff when they are checked after each use.

Comments and compliments

We encourage all patients to give us feedback. If you would like to make a comment, you can write to us, email us at ndht.PALS@nhs.net or access the Care Opinion website online at www.careopinion.org.uk.

Concerns

If you are unhappy or anxious about your care and treatment, please talk to a member of staff you have been dealing with or ask to speak with someone more senior. This will often help to resolve your concerns straight away, making your care and treatment as stress-free as possible.

If you would prefer to speak to someone not directly involved with your care and treatment, you can contact the Patient Advice and Liaison Service (PALS) on 01271 314090 between 9.30am and 4.30pm or by email: ndht.PALS@nhs.net.

You could visit the PALS and Information Centre in person, at North Devon District Hospital in Barnstaple.

Complaints – your rights

The NHS constitution explains your rights when it comes to making a complaint. You have the right to:

- Have your complaint properly investigated and dealt with efficiently.
- Know the outcome of any investigation into your complaint.
- Take your complaint to the independent Parliamentary and Health Service Ombudsman (PHSO) if you're not satisfied with the way the NHS has dealt with your complaint.
- *Make a claim for judicial review if you think you've been directly affected by an unlawful act or decision of an NHS body.
- *Receive compensation if you've been harmed.

PALS and the Patient Experience team are working closely together to make it easier for you to discuss your concern or complaint. There are a number of ways you can contact us.

You can write a letter to:

**Patient Experience Manager
Northern Devon Healthcare NHS Trust
Suite 2, Munro House
North Devon District Hospital
Raleigh Park
Barnstaple, Devon
EX31 4JB**

If you prefer to call direct, please ring PALS on **01271 314090**, who will take details of your complaint and discuss a plan on how your concerns can be resolved. Alternatively, you can use the complaint form on the Trust's website at www.northdevonhealth.nhs.uk

It is important that the Patient Experience Team is able to discuss your complaint with you and explain what you can expect to happen. This improves the investigation into your complaint. If you would like a member of the team to contact you, please provide us with a contact telephone number and/or an email address.

Independent help and advice

The Independent Health Complaints Advocacy (IHCA) is a free and confidential service to support patients and carers who wish to complain about NHS services. It can:

- Give advice on what to do and help you write any letters
- Represent you or come to meetings with you

However, they cannot give a medical opinion or medical advice.

If you feel that involvement of IHCA in your complaint would be beneficial, they can be contacted on **0300 343 5705**, or view the website for more information at www.seap.org.uk

Other helpful sources of information

NHS website – www.nhs.uk

Parliamentary and Health Service Ombudsman - www.ombudsman.org.uk

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Tel. 01271 322577
www.northdevonhealth.nhs.uk

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