

Have your say

Compliments, comments, concerns, complaints
How to tell us about your hospital experience



Listening to you

This leaflet tells you what to do if you wish to compliment, comment, or raise a concern or complaint about NHS services at Southampton University Hospitals Trust (SUHT).

We are committed to providing consistently high quality and safe standards of care. We aim to make sure you get the right treatment, at the right time, and to the highest standard – all the time.

We are always looking at ways to improve our services and ensure that you have the best possible experience with us.

Your thoughts and opinions are important to us because you can help us get it right by telling us what you think of our services and staff.

How to give us your feedback

You can tell us about your experiences in the following ways:

- Fill in the feedback form at the back of this leaflet with your comments, praise and suggestions
- Fill out the form on our website at www.suht.nhs.uk/feedback
- Email us at: yoursay@suht.swest.nhs.uk
- Via NHS Choices website: www.nhs.uk

We believe we can learn a great deal from your experiences by listening to what you have to say and taking action. Sometimes action will be taken immediately or we may use your comments and ideas to help improve the quality of care for other patients.

Resolving problems

We always try to give a good service but sometimes things go wrong. If you and your family are unhappy with any aspect of treatment or care, no matter how small, the easiest way to resolve this is to talk directly to the staff involved in your treatment and care. Very often problems can be sorted out straight away.

If you remain unhappy with the result or would prefer to speak to somebody separate from the department, you can contact our patient advice and liaison service (PALS).

PALS

PALS is here to help when you need information, want advice or have concerns.

Our service is free, impartial and confidential.

We aim to:

- Advise and support patients, their families and carers
- Listen to concerns and suggestions and provide feedback to the Trust to improve the hospital and its services
- Give advice so that concerns can be resolved quickly and informally
- Help sort out problems on your behalf when you have been unable to do so
- Provide information on NHS services
- Give advice on how to use the NHS complaints procedure

We liaise with staff, managers and other organisations to negotiate prompt solutions.

How to contact us:

Visit the reception desk at the main entrance of Southampton General Hospital and ask to speak to PALS.

Our opening hours are 9am to 4.30pm, Monday to Friday.

Telephone: **023 8079 8498**.

A confidential message service operates out of hours or if we are speaking to other callers. Please leave a message and we will return your call as soon as possible.

Email: **pals@suht.swest.nhs.uk**

Write to: PALS, Mailpoint 81, C Level, Centre Block, Southampton General Hospital, Tremona Road, Southampton, SO16 6YD.

We take patient confidentiality very seriously, so if you are raising an issue on behalf of someone else we need to be sure he or she agrees to our involvement before we are able to help.

Making a complaint

If your problem cannot be settled by talking to a member of staff, then you may wish to make a complaint. This should be done as soon as possible and no later than 12 months after the problem arose or came to your notice.

Please remember that:

- Your complaint will be treated in confidence
- Details of it will not be filed in your medical records
- It will not affect your treatment in any way

A complaint may be made verbally, in writing or electronically.

It is really important to us to understand exactly what it is you are unhappy with and what you would like to happen as a result, so that we can try to deal with the issue as quickly as possible.

If you are making a complaint on behalf of someone else we will usually seek their consent. This is so that we can provide you with details about their treatment and care. If for any reason this is not possible then please contact us to discuss further.

If you need help in making your complaint you may wish to contact the Independent Complaints Advocacy Service (ICAS). Details are at the back of this leaflet.

Complaints occasionally involve services provided by more than one organisation. All NHS and local authority social care organisations have a duty to cooperate in the investigation of complaints and provision of a combined response where appropriate.

You will be advised which organisation is best positioned to coordinate the investigation and provide the combined response to your complaint.

What will we do?

Within three working days of receiving your complaint we will contact you by phone, letter or email.

Between us we will discuss the best way to investigate your complaint and agree how it can be resolved. At this point we will discuss how long the investigation is likely to take and how you would prefer to receive a response to your complaint, which could be in writing, a meeting or a telephone call from an appropriate member of staff.

You will receive a full reply when the investigation is completed. This will explain what has happened and apologise if we have failed in any way. It will also tell you about the action we have taken to put the matter right and improve the services we offer to all patients and families.

We hope our response will address your concerns, but if you are unhappy with our initial response, a member of the patient support team is available to discuss further options with you on 023 8079 6325.

If you remain dissatisfied with the result of any further attempts at local resolution, you can ask the Parliamentary and Health Services Ombudsman (PHSO) to review your complaint and the Trust response. You should do this within 12 months of your complaint. Please note that the PHSO will only agree to review a complaint if you have already asked the NHS Trust involved to resolve the problem for you and this has not been possible.

Useful addresses

Complaints department

C Level Centre Block
Mailpoint 81
Southampton General Hospital
Tremona Road
Southampton
SO16 6YD
Tel: 023 8079 6325
Email: complaints@suht.swest.nhs.uk

Chief executive

Trust Management Offices
Mailpoint 18
Southampton General Hospital
Tremona Road
Southampton
Hampshire
SO16 6YD

Parliamentary and Health Services Ombudsman

Millbank Tower
Millbank
London
SW1 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS)

Clarendon House (First Floor)
9-11 Church Street
Basingstoke
RG21 7QG
Tel: 01256 463758
Email: basingstoke.icas@seap.org.uk

Access to health records

Information team
Health Records centre
140 Mauretania Road
Southampton
SO16 6YS
Tel: 023 8074 8005
or 023 8079 4885
Email: hrcinfoteam@suht.swest.nhs.uk

Response boxes

Response boxes for completed feedback forms are situated in the following areas:

Southampton General Hospital

- Main reception (main entrance)
- The Eaterie, B Level
- B Level entrance, West Wing
- B Level entrance, Wessex Neurological Centre
- Emergency department reception
- Acute Medical Unit entrance, North Wing
- Eye Unit entrance

Princess Anne Hospital

- E Level outpatient reception (main entrance)

Countess Mountbatten House

- Main reception



Please give us your feedback

Patient feedback plays a crucial part in helping us ensure high standards.

Please take a few minutes to fill out the attached feedback form and either drop it back to one of our response boxes or send it to us using the Freepost address.

Ward, department or area:

Date of stay:

1) Overall, how would you rate the treatment or care you received?

Excellent Very good Good Fair Poor

2) Overall, did you feel you were treated with respect and dignity while you were in our hospital?

Yes, always Yes, sometimes No

3) Would you recommend our hospital to family and friends?

Yes, definitely Yes, probably No

4) Please tell us what you think was best about your care and treatment

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5) Please tell us what, if anything, could be improved

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Please use this space for any comments you wish to make. Please use an additional sheet if necessary.

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Would you like to be contacted about your feedback?

Yes No

Please supply your contact details if you would like us to contact you.
Please use capital letters.

Name

Address

Telephone

Email

Thank you for taking the time to complete this form.

Please tear out this page and drop it into one of our response boxes. These can be found at Southampton General Hospital, Princess Anne Hospital and Countess Mountbatten House.

Alternatively, please return the card in an envelope to us at the following Freepost address:

RRHK-AGEE-KJLY
Patient Support Service
Southampton University Hospitals NHS Trust
Tremona Road
Southampton
SO16 6YD.

Southampton University Hospital NHS Trust
Southampton General Hospital
Tremona Road
Southampton
SO16 6YD

Email: yoursay@suht.swest.nhs.uk

**If you need a translation of this document,
an interpreter or a version in large print,
Braille or on audio tape, please telephone
023 8079 4688 for help.**

www.suht.nhs.uk