Have your say
How to tell us about your hospital experience

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For a translation of this document, an interpreter or a version in large print, Braille or on audio tape, please telephone 023 8120 4688.

Write to Patient support services
Mailpoint 81
University Hospital Southampton
NHS Foundation Trust
Tremosa Road
Southampton
SO16 6YD

For useful contacts
Healthwatch Southampton
The Voluntary Action Centre
Kingsland Square, Southampton SO14 1AW
Telephone: 023 8021 6018
www.healthwatchsouthampton.co.uk

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

Patients Association
PO Box 935, Harrow, Middlesex HA1 3YJ
Telephone: 0845 608 4455
Email: helpline@patients-association.com
www.patients-association.com

Visit us online
www.uhs.nhs.uk

Telephone
023 8120 6325

Email
patientsupportservices@uhs.nhs.uk

SMS text message
text ‘callback’ plus your name
and number to 07879 687350
and we’ll call you back

Thank you for taking the time to complete this form.

Here to help
Visit us online
www.uhs.nhs.uk

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023 8120 6325

Email
patientsupportservices@uhs.nhs.uk

Would you like to be contacted about your feedback?

Yes  No

If yes, include your contact details below in capital letters.

Name

Address

Telephone

Email

Please use this space for any comments you wish to make.

You can continue on an additional sheet if necessary.

If you would like to be contacted about your feedback, please include your contact details below in capital letters.

Name

Address

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Email

Thank you for taking the time to complete this form.

How to return this form to us
Cut out this page and drop it into one of our response boxes. These can be found in the reception areas at Southampton General Hospital, Princess Anne Hospital and Countess Mountbatten House.

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

RRHK-AGEE-KJLY

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Compliments

It's good to know when we're getting things right so we can share good practice and success throughout the Trust. If you've been impressed with the care you've received or the way our staff have treated you, let us know. We'll pass on your feedback to the staff that supported you.

Comments

If you think of ways we can improve our service, we'd like to know. If you have a suggestion about how we can do something better, please share it with us. We'll make sure your suggestions are passed to the relevant department or team.

Concerns

It's important that we know about and have the chance to improve areas where we're perhaps not doing so well. So if something has failed to meet your expectations, please talk to the team caring for you in the first instance. You can also ask to speak with the matron or manager of the service. If you would prefer, you can contact patient support services (contact details on page 7) who are here to help you.

Complaints

We want to make sure you receive the best possible service but realise that sometimes this may not always be the case. If you wish to make a complaint, we have a procedure in place to ensure it is investigated thoroughly.

How to make a complaint

If you want to make a complaint, contact patient support services who are here to help you through the process. (You should do this within 12 months of the issue occurring or 12 months of you becoming aware of the issue or its impact). Alternatively, you can complete the attached form or, if you prefer, write to the chief executive directly.

However you make your complaint, it will be acknowledged within three working days of receipt. We'll invite you to discuss the details of your complaint with us along with how it will be investigated; how long it will take and what you would like to happen as a result. Should your complaint involve other NHS organisations or a local authority we'll work with them to provide you with a one response, if you would like us to.

When the investigation into your complaint has been completed, the chief executive will write to you to explain the result. If the service is found to be less than satisfactory, we'll also explain how we are going to improve.

If you're unhappy with how your complaint has been dealt with, you can contact the Parliamentary and Health Service Ombudsman.

Where can I get independent help?

Healthwatch is the new consumer champion for health and social care in England making sure your views and experiences are heard by those who run, plan and regulate health and social care services. Healthwatch Southampton manages the Independent NHS Complaints Advocacy Service (SEAP) for the Southampton area, offering a free, confidential support service. They can help you to resolve any issues or concerns you may have and support you in making a complaint.

Who can I talk to if I would like further independent advice?

The Patients Association offers a free helpline for you to discuss concerns or queries about any aspect of the healthcare system. Details of how to get in touch with these organisations can be found in the useful contacts section on page 7.

What if I'm not satisfied with the outcome of my complaint?

If you're unsatisfied with the final outcome you can request an independent review from the Parliamentary and Health Service Ombudsman.

5) What, if anything, could be improved?

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 this feedback form and either drop it back to one of our response boxes or send it to us using the Freepost address on the back.

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) What did you think was best about your care and treatment?

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