

# Raising a concern or complaint

Information for patients, families and carers



**'Improving  
through  
listening and  
learning'**

## Who do I contact?

Making a complaint means speaking up about something you are not happy with. If you choose to raise a concern or make a complaint, we will take it seriously.

### There are different ways you can make a complaint:

1. It is usually easier to resolve concerns close to the time they occur. Talk to the staff looking after you. This may be the ward manager or matron for the department. They can discuss the things you are not happy with and will try to resolve them for you.
2. If your concerns have not been resolved by talking to the department, you can also contact patient support services. You can ask someone to help you contact them if you wish. Their contact details are below:



Telephone

**023 8120 6325**



Email

**pals@uhs.nhs.uk**



Post

**Patient support services, Mailpoint 81, Southampton General Hospital, Tremona Road, Southampton, SO16 6YD.**



SMS text message

Text '**callback**' plus your name and number to **07879 667350** and someone will phone you back.



You can also talk to **patient support services** in person by visiting our main reception desk on C level at Southampton General Hospital.

You can also make a complaint by writing directly to our chief executive.

## Who can help me make a complaint?

You may find it helpful to ask a relative, friend or carer to help you make your complaint. If you choose this option, we will need to have your consent, to make sure you are happy for us to talk to them about your care.

There are other services available to help you make your complaint. If you need access to these, please contact patient support services for advice.

Help and advice available at this hospital includes:

- Interpreter services
- Communication and accessible information support
- Advocates
- Mental health support

Independent help and advice includes:



### **Patients Association:**

Telephone: 0845 608 4455  
[www.patients-association.com](http://www.patients-association.com)



### **AvMA:**

Telephone: 0845 123 2352  
[www.avma.org.uk](http://www.avma.org.uk)



### **Healthwatch Southampton:**

Telephone: 023 8021 6018  
[www.healthwatchsouthampton.co.uk](http://www.healthwatchsouthampton.co.uk)

## What happens when I make a complaint?

When you make a complaint, patient support services will discuss with you how we will manage the matter.

They will:

- Acknowledge your complaint in three working days.
- Ensure a case handler will contact you in the coming days to introduce themselves.
- Explain the NHS complaints process and timescale.
- Contact and liaise with any other agencies involved in the event you are complaining about.
- Agree with you how we will respond to you. This may be by letter, email or in a meeting.
- Tell you how we are going to improve if our service is found to be below the expected standard.

It is important you contact us within 12 months of the issue occurring, or within 12 months of you becoming aware of the issue or its impact, in order for us to investigate your complaint.

Making a complaint will not affect the treatment you receive from us or form part of your medical records.

If you are not happy with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman (PHSO) by telephone on **0345 015 4033** or visit their website: **[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## Help us to improve

We are committed to improving our services through working with patients, carers and families. By listening to and learning from your experiences, we can ensure high quality, safe and compassionate care. You can get involved in a number of ways:

- Sharing your story
- Attending patient forums and panels
- Taking part in quality reviews

To find out more, or to tell us your story, please contact the experience of care team:

Email: [patientexperience@uhs.nhs.uk](mailto:patientexperience@uhs.nhs.uk)

Telephone: **023 8120 1676**



If you require this document in an alternative format such as Braille, large print or audio, or in another language, please contact patient support services on: **023 8120 6325**, email: **pals@uhs.nhs.uk** or ask at the hospital main reception desk.

#### Bengali

আপনি এই দলিলটি একটি বিকল্প আকারে পেতে চাইলে যেমন ব্রেইল, বড় ছাপা অক্ষর বা অডিও, বা অন্য ভাষায়, অনুগ্রহ করে যোগাযোগ করুন পেশেন্ট সাপোর্ট সার্ভিসেস-এর সাথে: **023 8120 6325** নম্বরে, ই-মেইল: **pals@uhs.nhs.uk**

অথবা হাসপাতালের প্রধান রিসেপশন ডেস্কে জিজ্ঞাসা করুন।

#### Polish

Jeśli potrzebujesz tego dokumentu w innym formacie np. języku Braille'a, z dużym drukiem, w wersji dźwiękowej lub innym języku, skontaktuj się z pracownikiem usług wsparcia pacjentów pod numerem **023 8120 6325**, napisz na adres **pals@uhs.nhs.uk** lub zapytaj w głównej recepcji szpitala.

#### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਵਿਕਲਪਕ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰ ਜਾਂ ਆਡੀਓ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਰੀਜ਼ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਨਾਲ **023 8120 6325** 'ਤੇ ਸੰਪਰਕ ਕਰੋ, **pals@uhs.nhs.uk** 'ਤੇ ਈਮੇਲ ਕਰੋ ਜਾਂ ਹਸਪਤਾਲ ਦੀ ਮੁੱਖ ਰਿਸੈਪਸ਼ਨ ਡੈਸਕ ਤੋਂ ਪੁੱਛੋ।

#### Romanian

Dacă aveți nevoie de acest document într-un format alternativ, cum ar fi scriere Braille, tipărit în format mare sau audio, sau într-o altă limbă, vă rugăm să contactați serviciile de asistență pentru pacienți la: **023 8120 6325**, e-mail: **pals@uhs.nhs.uk** sau întrebați la recepția principală a spitalului.

#### Russian

Если вам нужна версия этой брошюры, набранная шрифтом Брайля или крупным шрифтом, на другом языке или на аудионосителе, свяжитесь со службой поддержки пациентов по тел.: **023 8120 6325**, электронный адрес: **pals@uhs.nhs.uk** или обратитесь в главную регистратуру больницы.

[www.uhs.nhs.uk](http://www.uhs.nhs.uk)

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