

What happens once my complaint has been received by the Trust?

A member of the team will contact you to make sure they understand your concerns and what outcome you are seeking. They will also agree with you the expected timescale for completing the investigation. Your complaint will then be acknowledged in writing within three working days of receipt. If it has not been possible for a member of the team to contact you to agree the complaint plan they will summarise their understanding in the acknowledgement letter.

If you are making a complaint on behalf of another person we will usually require consent from that person to respond to you. However, we appreciate this will not always be possible and a member of staff will contact you to discuss this further. If the person is deceased we will provide our response to the nominated next of kin.

A thorough investigation will be undertaken by a senior manager of the Trust. We aim to respond to all complaints within the timescale agreed with you. If we are unable to meet this timescale we will contact you to explain the reason for the delay.

You will receive a response letter from the Trust. This will give details of our investigation, the reason, if appropriate, for any failure in our service, and the steps being taken to prevent it happening again. This stage of the NHS complaints procedure is known as 'local resolution'.

What if I am not satisfied with the outcome of the investigation of my complaint?

We always try to resolve all complaints satisfactorily. However, if you are still dissatisfied with our response to your complaint please let us know. We will review your complaint and if appropriate offer you the opportunity to discuss your concerns personally with senior managers of the Trust.

Alternatively, you can ask the Parliamentary and Health Service Ombudsman to review your complaint. The Ombudsman is independent of the NHS and the Government and is directly responsible to Parliament for investigating complaints about the NHS. You should usually contact the Ombudsman within 12 months of your complaint.

You can contact the Parliamentary and Health Service Ombudsman at:
The Health Service Commissioner
Millbank Tower
Millbank
London SW1P 4QP
Telephone: 0345 0154033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

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How to make a complaint about our service



This information is available in different languages and formats.

For more information please contact
PALS on 0800 1830204 or
0800 0521195

How to make a complaint about our service

This leaflet explains what to do if you have a complaint about the treatment or care that you have received at Nottingham University Hospitals NHS Trust (Nottingham City Hospital or Queen's Medical Centre campus).

Although we work hard to offer high standards of service and care at all times, things can sometimes go wrong. Should this happen, we will do all we can to make sure that the same thing does not happen again.

We aim to answer quickly and thoroughly to resolve your complaint. We take all complaints seriously and use them to improve patient services.

We are also keen to receive compliments and comments relating to services provided by the Trust. We want to provide excellent care at all times.

Raising concerns or making a complaint will not affect treatment or care you receive. We will treat all complaints seriously and in complete confidence. However, if you have any concerns about this, please contact our Patient Advice and Liaison Service (PALS) (contact details are further on in this leaflet). One of the team will be pleased to help.

Talking it through

If you have a concern or complaint about the treatment or care that you have received, it is best to try to resolve this as soon as possible.

If you are an in-patient or a visitor to the hospital, the best person to talk to is the nurse/midwife in charge of the ward. If you are an out-patient, please ask the staff at any reception area to put you in touch with the member of staff you need to talk to. You can also talk to the hospital's PALS, which provides support to patients, their families and visitors.

The PALS will also try to resolve any concerns that you may have before making a complaint using the NHS Complaints Procedure. Please ask a member of staff to contact the PALS office. Alternatively, you can contact the PALS team directly.

What if I am not satisfied?

If you are not satisfied with the response that you receive, you can make a complaint in writing. Please write to:

Dr Peter Homa
Chief Executive
Nottingham University Hospitals NHS Trust
City Hospital
Hucknall Road
Nottingham
NG5 1PB

Contact the Patient Experience Team

If you require further assistance in making your complaint please contact Lynne Birchall, Complaints Lead on 0115 9691169 ext 76023.

Who else can help me?

Independent Complaints Advocacy Services (ICAS)

Tel: 0808 802 3000 or 0300 456 8347

Patient Advice and Liaison Service (PALS)

Queen's Medical Centre campus

Tel: 0800 1830204

City Hospital campus

Tel: 0800 0521195

Fax: 0115 8754645



Minicom: 0800 183 0204

If you prefer, you have the right to raise your complaint with Nottingham County Teaching PCT, which is responsible for monitoring the Trust's services. They can be contacted on (01623) 673217.