

Information for patients

Improving patient experience



We really want to listen and respond to your questions, compliments, complaints and any other feedback you have about our services. This feedback helps us to make our services better.

Compliments

Are you pleased with our services? We appreciate positive feedback about any care we have provided. This helps us to know when we are doing things well.

Please tell a member of staff or contact the Patient Advice and Liaison Service (PALS) about what you have liked.

Concerns

Are you worried about your care or is there something you want to tell us?

We like to hear about any difficulties that you have as soon as possible, so that we can help you quickly. Please tell a member of staff or contact the PALS Team to discuss how we can help. Our PALS service can give you advice and support to sort out any problems you may have.

Complaints

Are you still not happy after reporting a concern with a member of staff?

If you tell a member of staff that you have a problem with the service and it cannot be sorted out quickly, you have the right to make a formal complaint.

Making a complaint will not affect your care. See the back of this leaflet for details on how to make a complaint.

Who can make a complaint?

Any current or former patient or someone acting on a patient's behalf can make a complaint.

The complaint should ideally be made within 12 months of the care being received.

How to make a complaint

We want to make it as simple as possible to make a complaint. Please see our contact details on the back of this leaflet.

Need help to get your voice heard?

Talk to Healthwatch and make your voice count. Healthwatch offer free confidential and independent support dealing with any NHS service.

Healthwatch Staffordshire

tel: **0800 161 5600**

Healthwatch Stoke-on-Trent

tel: **01782 683 080**

You can also contact POhWER who offer free, independent information, advice and advocacy services. They support people who face difficult issues and want to make their voice heard.

POhWER

tel: **0300 456 2370**

North Staffs Users Group (NSUG) work with service providers to represent users' views about their services and to get better mental health diagnosis and services.

tel: **01782 683 043**

email: **mainoffice@nsug.co.uk**



Learning Lessons

The Trust wants to learn from feedback and has a Learning Lessons programme for all staff. This programme includes regular bulletins and learning sessions that share good practice and recommendations following complaint and incident investigations. Please contact the Patient Experience Team if you would like to be involved in this programme. This could involve sharing your story with people across our organisation or speaking to teams about your experience.



Contacting the Patient Experience Team

If you require any additional support to make a complaint or give us feedback, please call us to discuss your needs.

tel: **01782 275 031** or Freephone **0800 389 9676**
(Monday to Friday, 9am to 5pm)

text: **07718 971 123** (text service available Monday to Friday, 9am to 5pm and charged at your provider's rate)

*These contacts **SHOULD NOT** be used for emergency purposes. Please contact the Access Team on **0300 123 0907**, your GP, your care coordinator or the emergency services if you need urgent assistance.*

email: **patientexperienceteam@northstaffs.nhs.uk**
(emails are monitored Monday to Friday, 9am to 5pm)

write: **FREEPOST RRS-YTLU-UBBY**
North Staffordshire Combined Healthcare NHS Trust
Patient Experience Team
Harplands Hospital
Hilton Road
Stoke-on-Trent ST4 6TH



Other formats

We can provide this information in Arabic, Bengali, Filipino, Kurdish, Polish, Punjabi, Urdu and other languages. Please ask.

بوسعنا تزويد هذه النشرة بلغات وتصميمات مختلفة (من حيث الشكل والحجم والتنسيق). من فضلك أطلب ماترغب به.

এই লিফলেটটি আমরা অন্যান্য ভাষায় প্রদান করতে পারব। প্রয়োজনে অনুগ্রহ করে আমাদের কাছে চান।

Maaari kaming magbigay ng polyetong ito sa ibang wika at pormat. Pakitanong.

نیمہ دہتوانین ہم بلأفوقہ بہ زمان و شیوازی دیکہ فہراہم بکہین، تکایہ داواى نہوہ بکہ.

Na życzenie możemy zapewnić tę ulotkę w innych językach i formatach.

اسیٰ ایہ پرتا ہر بھاسا اور زبانوں میں فراہم کر سکتے ہیں۔ برائے مہربانی پوچھیں

ہم اس کتابچے کو دوسری زبانوں اور فارمیٹ (وضع) میں فراہم کر سکتے ہیں۔ برائے مہربانی پوچھیں

Patient Experience Team
North Staffordshire Combined Healthcare NHS Trust
Harplands Hospital
Hilton Road
Harplands
Stoke-on-Trent ST4 6TH

tel: 0300 123 1535

web: www.combined.nhs.uk



If you are unable to use telephone or email communication, you can text the Harplands Reception on 07803 575 643 or 07834 148 926 and the team will respond as soon as possible (this text service will be charged at your network provider's rate).

