



Can I get help to make a complaint?

NHS Complaints Advocacy provides free independent advice to people about the NHS complaints procedure and they can help you make a complaint.

The can be contacted at:
POhWER
NHS Complaints Advocacy
PO Box 14043
Birmingham
B6 9BL

Helpline: 0300 456 2370
Fax: 0300 456 2364
Website: www.pohwer.net

What if I remain unhappy with the way the NHS has handled my complaint?

If you are unhappy with the formal response to your complaint you can request consideration by the Parliamentary and Health Service Ombudsman.

Parliamentary and Health Service Ombudsman
Millbank Tower
London
SW1P 4QP

Helpline: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org

How to contact us

We want to reassure you that if you contact our PALS or complaints team this will not adversely affect your care. We will treat all the information you give us in the strictest confidence. We may need to collect personal information from you in order to provide the best possible service.

However we will not disclose your personal details to anyone else without your permission.

When the service is closed you may leave a message on the answerphone.

PALS

We are open Monday to Friday (excluding bank holidays), from 10.00am - 2.00pm

Phone: 0800 011 6113
Email: pals.hchs@nhs.net
Website: www.hct.nhs.uk

Complaints

We are open Monday to Friday (excluding bank holidays), from 9.30am - 4.00pm

Phone: 01707 388036
Email: complaints.hchs@nhs.net
Website: www.hct.nhs.uk

You can write to us at:

Patient Experience Team
Hertfordshire Community NHS Trust
Howard Court
Tewin Road
Welwyn Garden City
AL71BW

If English is not your preferred language you can choose to use a confidential interpretation service.

This leaflet can be made available in a variety of community languages or alternative format including Braille on request. If you require a copy please contact us.

PALS

Patient Advice and Liaison Service

and complaints



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listening, responding, improving

Hertfordshire Community NHS Trust want to hear from you, whether you want confidential help and advice, have a comment, concern, complaint or compliment



Patient Advice and Liaison Service (PALS)

PALS provides a free informal and confidential service for patients, their families, and carers. PALS aims to make a genuine difference to the overall quality of the service you receive from Hertfordshire Community NHS Trust.

What can PALS do for you?

- Listen to your concerns, suggestions and queries
- Help sort out problems quickly on your behalf
- Listen to your suggestions on how we can improve services and make positive changes
- Put you in touch with other local agencies that might be able to help.

PALS may be able to help if your query or concern is about the community health services provided by:

- Health Visitors and School Nurses
- Community (District) Nurses
- Physiotherapists, Occupational Therapists, Speech and Language Therapists, and Podiatrists
- Community Hospitals and Intermediate Care Services
- Other Community Services.

If you are unsure who provides the care that you receive then PALS can help you with this too.

Compliments

It is good to know when we are getting things right and you are pleased with the care you have received. We'd like to hear from you - please tell the staff who are involved in your care or speak to our Patient Experience Team. (You can find their contact details at the end of this leaflet).



Complaints

We try hard to get things right, but with busy services, mistakes can sometimes happen. When they do, we want to put things right quickly and to use the experience to improve services and prevent future problems.

You can make a formal complaint by contacting the Patient Experience Team. (You can find their contact details at the end of this leaflet).

How will we handle your complaint

- We aim to acknowledge your complaint within 3 working days
- We will discuss with you how your complaint will be handled and the outcome you expect. We will also propose a timescale for us to complete an investigation of your complaint.
- After your complaint has been thoroughly investigated, we will send you a response in the format you have requested, for example by letter or by email.