

service in the Wigan Borough contact either of them:

Carers Federation ICA 0808 801 0390; email manchesterica@carersfederation.co.uk or visit their website www.carersfederation.co.uk/services/independent-complaints-advocacy/

Healthwatch Wigan and Leigh 01942 834666 (Monday to Thursday 10:00 am until 3:00 pm with answerphone 24 hours) e-mail info@healthwatchwiganandleigh.co.uk or visit their website: www.healthwatchwiganandleigh.co.uk/

The Patient Relations Department also can advise you of other local advocacy services available to assist you in pursuing a complaint.

Care Quality Commission

You can also contact the Care Quality Commission on: 03000 616161.

Giving praise where it's due

Naturally, most patients and clients are quite satisfied with the service they receive. If you feel that a particular member of staff or team, or a particular aspect of service, deserves special praise or thanks, please do let us know. Your comments will be passed on to the people involved.

Similarly, suggestions for ways in which services might be improved will be passed on to the relevant managers.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:



1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.

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Information, Comments, Suggestions, Problems and Praise

Patient Information

Patient Relations (PALS & Complaints)

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The Patient Relations Department provides confidential on the spot advice, information and support to patients, relatives and carers. We can help you sort out any concerns you may have about the care received. We can also give you information on the services provided by the Trust.

Let us know your views

If you have any comments, good or bad about our services, we would like to know. We want to provide the best possible care, and your views will help us to get things right and improve our standards and recognise good service. If you wish to make a comment you can complete a comment card, or contact the Patient Relations Department or the Department/Clinic concerned.

Problems and concerns

If there is a problem, the best way to get it resolved is usually to tell someone there and then. On a ward, talk to the sister or charge nurse on duty. In a clinic/department, talk to the receptionist or a member of staff. If you want to talk to a senior manager or to someone who has not been directly involved in your care and treatment, we can usually arrange this straight away during office hours.

You can also ask to speak to a member of the Patient Relations Department. Staff in any ward or department will be able to contact a member of the team for you or you can telephone 01942 822376 during office hours Monday to Friday 9:00am to 4:00pm. Outside of these hours there is an answer-phone service, please leave a message and be

assured that a member of the team will contact you as soon as possible. Alternatively there is a HELpline 01942 822111, which is a hospital escalation line for patients and their relatives; if you have spoken to ward staff but you still think things are not right a member of staff will aim to address your concerns within 30 minutes.

Complaints procedure

If you feel you cannot discuss your concerns with the department concerned or you wish to raise your concerns formally, please contact the Patient Relations Department at the address below. We have a procedure to make sure that complaints are investigated thoroughly and that action is taken if necessary to put things right. Please be assured that we want to hear your complaint and if you make a complaint this will not detrimentally affect your treatment. Complaints are treated with the strictest confidence and are kept separate from your medical records. If you have a complaint about any aspect of service provided by Wrightington, Wigan and Leigh NHS Foundation Trust, or would like more information about the Trust Complaints Procedure, please contact:

The Patient Relations Manager
Wrightington Wigan & Leigh NHS Foundation Trust, Royal Albert Edward Infirmary
Wigan Lane, Wigan, WN1 2NN
Tel: (01942) 822376
or email: Patient.Relations@wwl.nhs.uk

A Freedom of Information request may be made to the Trust to provide redacted copies of your complaint. If you do not wish to have your complaint shared, please

advise in your letter or on your complaint form.

When making a complaint, it helps if you tell us:

- When and where the problem happened.
- Your name, address and phone number.
- The Patient's name, address and date of birth if you are writing on behalf of a relative or friend and either their consent/countersignature.
- Any relevant details about what happened.

We will contact you within three working days to acknowledge your complaint, provide you with more detailed information about the complaints procedure and discuss how you would like your complaint to be taken forward.

We will agree with you a plan of action and propose timescales for resolving your complaint. We will keep you informed of progress in a format acceptable to you. If you are still unhappy after receiving the response, the Patient Relations Department will work with you to reach a satisfactory resolution.

Getting help

Our staff are here to help you and guide you through the complaints process, but you may feel you need extra independent support in making your views known to us.

For people who find it difficult to go through the complaints process by themselves, the Carers Federation ICA or Healthwatch Wigan and Leigh can provide support. If you would like support with a complaint about a health