

Complaints

Patient Information

Patient Advice and Liaison (PALS & Complaints)



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Introduction

Thank you for contacting us and giving us the opportunity to respond to your comments. We welcome the views of people who have experience of our services, even if they involve criticism, because this often gives us an opportunity to improve the way we do things. 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 only shared with colleagues on a “need to know” basis.

Please keep this leaflet, which we hope will guide you through the formal complaints procedure.

Your complaint

You can make your complaint in writing, email, by phone or at a face-to-face meeting. A friend, relative or other representative may complain on behalf of a patient, but we would normally require the patient’s consent to proceed with a full investigation. Arrangements can be made to take a statement; however, you will be asked to confirm if the statement is accurate.

When we receive your complaint, we will acknowledge your complaint within three working days. After we have reviewed your complaint in more detail further information about the complaints process will be sent to you. Your complaint will be investigated by a member of the Divisional team. Once the Trust’s investigation is complete, the Trust will provide a response. This could include a written response from the Chief Executive, or Service Manager or a meeting with relevant senior nurses, doctors, or managers. However, we respond to you, we aim to provide information and appropriate explanations, answers to your questions, and an apology where appropriate. We will inform you about any actions we may take to improve our services in the light of your comments.

If you need help

The Patient Relations Department has an important role in maintaining and improving the quality of our services. The staff members of the Patient Relations Department are available to discuss your problems with you, and provide advice, assistance, and support to guide you through the complaints process. However, should you feel you need extra independent support in making your views known to us, or find it difficult to proceed your complaint on your own, you might appreciate independent advice or assistance from an advocacy service.

Healthwatch Wigan and Leigh can provide support, if you would like support with a complaint about a health service in the Wigan Borough, please contact them on Telephone: 01942 834666 Monday to Friday 9:30 am until 4 pm.

E- mail: info@healthwatchwiganandleigh.co.uk

Or visit the website: www.healthwatchwiganandleigh.co.uk

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

Learning from complaints

Complaints are a valuable source of information about our services, and we want to ensure that we learn from complaints and make improvements where problems are identified. Information about the complaints we receive is reported quarterly, and improvements in light of the complaints are monitored so you can be assured that complaints are taken very seriously.

If you are not satisfied

If you are unhappy with the Trust's response to your complaint, please let us know as soon as possible:

- If you feel there are any questions we have not answered
- If there are issues where you feel we could take further action or
- If you have any new cause for concern which was not raised earlier

The sooner you contact the Patient Relations Team the sooner we can discuss with you a way forward. If possible, please contact us within 28 days of our final contact with you. We will be happy to carry out further investigations, where appropriate, and again we may suggest a meeting at this stage, if one has not already taken place.

If you remain dissatisfied - The Parliamentary and Health Service Ombudsman

We would always wish to try to resolve your complaint to your satisfaction. However, if you remain unhappy The Parliamentary and Health Service Ombudsman (PHSO) investigates complaints about NHS services, including criticism of how complaints have been handled locally. However, the PHSO will not usually investigate unless you have first complained to the Trust and had a final response. The Ombudsman's contact details are:

The Parliamentary & Health Service Ombudsman

Millbank Tower Millbank
London, SW1P 4QP Tel:
0345 015 4033
www.ombudsman.org.uk

Care Quality Commission

National Contact Centre: 03000 616161

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 until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals 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 positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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