Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Information, Comments, Suggestions, Problems and Praise

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Patient Information

Patient Relations (Patient Advice & Liaison Service and Formal Complaints)

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What is the Patient Advice and Liaison Service (PALS)?

As a patient, relative, carer, or service user sometimes you might like:

- Advice or information
- Help in resolving a concern
- To share a comment, complaint or suggestions or praise

This is where the PALS service can help; we provide confidential on the spot advice, information and support. 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 which are available on the wards 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 9am to 4pm. 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. If you have spoken to ward staff but you still think things are not right, you can contact the on-call Manager or Matron via switchboard on 01942 244 000.

Message to my loved one

If you would like to send a message to a loved one whilst they are in hospital you can send

a message to them via email which will be printed and taken to them on the ward.
Email: MyMessageTo.MyLovedOne@wwl.nhs.uk

What do Patient Relations do?

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 Teaching Hospitals NHS Foundation Trust, or would like more information about the Trust Complaints Procedure, please contact:

The Head of Patient Relations and PALS

Wrightington Wigan & Leigh Teaching Hospitals NHS Foundation Trust

Royal Albert Edward Infirmary

Wigan Lane Wigan

WN1 2NN

Telephone: 01942 822376

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 telephone number.
- The Patient's name, address and date of birth if you are writing on behalf of a relative or friend, and their written 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 timescales for resolving your complaint. We will keep you updated on the 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, and you would like support with a complaint about a health service in the Wigan Borough advocacy services can be contacted:

Healthwatch Wigan and Leigh 01942 834666

Email info@healthwatchwiganandleigh.co.uk

Carers Federation ICA 0808 801 0390; or visit their website:

www.carersfederation.co.uk/services/independent-complaints-advocacy/

These services will sign post you to the appropriate advocacy service for your area.

What if I need an interpreter or signer?

We want to be sure you can make best use of our services. If English is not your first language, we can arrange for you to speak with someone in the language you need. We can also arrange a signer for you.

Please contact us for more information.

Integrated Care Partnership Board (ICB)

You can also contact the ICB on: 01942 482711

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, suggestions and praise online form

Your experiences at Wrightington Wigan and Leigh Teaching Hospitals NHS Foundation Trust matter to us. We would appreciate it if you could fill in the short form via the link below detailing any comments, suggestions and feedback you may have on any aspect of the Trust and our service.

https://www.wwl.nhs.uk/comments-suggestions-and-praise



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