



Compliments, comments, concerns and complaints

Your views are important to us

This leaflet explains how to contact us to share your views about our services.

Compliments and comments

We welcome your feedback and comments about our staff and services. This will help us share what we do well, learn, and make improvements.

You can send us compliments and comments by visiting our website and completing our Your Care Matters survey or by writing to our chief executive at the address overleaf.

Online: www.surreyandsussex.nhs.uk/yourcarematters

Concerns and complaints

We aim to provide the best standards of care, but sometimes we may not meet your expectations. Should this happen, we will try our best to put things right and to learn from your concern or complaint to make sure that the same thing does not happen again.

Telling us what you think will not affect your care in any way. Complaint records are not kept with healthcare records.

Concerns: first steps

The easiest and quickest way to resolve a problem is to raise it as soon as possible, with a member of the ward, clinic, or department staff.

If you are not satisfied, please ask the staff member to contact the matron or head of nursing/midwifery. They will do their best to resolve the matter at the time or, if not, they will agree a way forward with you.

Concerns: next steps

Our Patient Advice and Liaison Service (PALS) team provides confidential advice and support and can negotiate prompt solutions by liaising with staff and, where appropriate, relevant organisations on your behalf. They can also provide information about hospital services and other external support services, for example care agencies and national associations.

The PALS office is open weekdays, 9:30 am to 5:00 pm.

You can access PALS:

In person: visit their office near the main entrance at East Surrey Hospital

Email: sash.pals@nhs.net

Visit online: www.surreyandsussex.nhs.uk/pals

Telephone: 01737 231 958

Making a formal complaint

Complaints can be made by anyone who is affected, or likely to be affected, by the services we provide. If you are complaining on behalf of someone else we may, for patient confidentiality reasons, seek their consent to reply to you. We will not be able to share clinical information about a patient without their permission, except when the patient is a child or is unable to make their own decisions because of illness.

To make a formal complaint you can:

Write to: SASH complaints department
(Please use the address at the end of this document)

Email: sash.ComplaintsTeam@nhs.net

Visit online: www.surreyandsussex.nhs.uk/complaints

Telephone: 01737 768 511 x6825
(office hours are weekdays, 9am to 5pm)

Our aim

We aim to work with you until you are satisfied that we have answered your complaint fully and honestly. Should more than one organisation be involved in your complaint, we will work with the other organisations to provide a single point of contact and a single response to all your concerns.

As part of our process we will:

- Acknowledge your complaint within three working days of receipt
- Thoroughly investigate the concerns you have raised
- Provide a full written response within an agreed and reasonable timeframe
- Contact you if there are any issues that need clarification and/or invite you to an informal meeting to discuss your concerns with the relevant senior members of staff
- Ensure you are kept informed of progress during our investigations

Please note: We encourage you to make your complaint as soon as possible or within 12 months of the incident as investigating complaints beyond this timeframe can be difficult. Investigation of such complaints will be at the discretion of the chief executive.

Where can I get support to make a formal complaint?

Healthwatch is the local NHS complaints advocacy service. It is a free, independent service that can help you make a complaint about the NHS.

Surrey Independent Living Council

Email: nhsadvocacy@surreyilc.org.uk

Telephone: 01483 310 500

Text: 07704 265 377

Online: www.surreyilc.org.uk

Healthwatch West Sussex

Email: helpdesk@healthwatchwestsussex.co.uk

Telephone: 0300 012 0122

Online: www.healthwatchwestsussex.co.uk

Other useful contacts

NHS Choices: www.nhs.uk/aboutNHSChoices

Care Opinion: www.careopinion.org.uk

What happens if you remain dissatisfied?

If, despite our best efforts, you are not satisfied with our response, you can:

- Ask us for more clarification or information
- Ask us to look at your complaint again
- Request a meeting with relevant staff

Parliamentary and Health Service Ombudsman

If you are dissatisfied with our final response you can ask the Parliamentary and Health Service Ombudsman to review your complaint. The service is independent and free, but they will only consider your complaint if it has been thoroughly investigated by us first.

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

Online: www.ombudsman.org.uk

Write to: Millbank Tower, Millbank, London, SW1P 4QP

Contact us

Surrey and Sussex Healthcare NHS Trust

Trust Headquarters

East Surrey Hospital

Redhill

Surrey RH1 5RH

Telephone: 01737 768 511

www.surreyandsussex.nhs.uk

Document information

Author: Complaints department

Last updated: June 2019

Listening to you leaflet A4 colour June 2019