

How are we doing?

Information for patients, families and carers on how to provide feedback and raise concerns



At Lancashire Teaching Hospitals NHS Foundation Trust we always aim to provide excellent care with compassion and communicate effectively with all our patients, their relatives and carers in line with our Trust values. All staff are here to listen and help to address any questions or concerns that you may have. This leaflet provides information about how you can provide feedback, provide compliments or raise concerns about our services.



Friends and Family Test

Your feedback and views are important to us. You can provide feedback by completing the 'Friends and Family Test' survey. There are a variety of ways that you can provide your feedback. Please ask a member of staff how this can be completed. If you would like to share your experience/stories with us or get involved in any patient forum groups we would really appreciate your input. Please email: patientexperienceandinvolve@lthtr.nhs.uk



Compliments

We would like to hear from you if you think that we have done something well. Compliments or messages of support can be sent directly to the staff concerned or can be shared with our Patient Experience & PALS team who will ensure that your comments are passed to the relevant staff members.

Alternatively, you may like to publish your feedback or leave a review of our services online at www.careopinion.org.uk



Getting help / what should I do if I have a concern?

Although we work hard to offer a high standard of service, sometimes things do not always go to plan or you may have questions that need answers. If this happens, we would encourage you to give us the opportunity to make things better and tell us what your concerns are. We will do all that we can to put things right for you. There are a number of options available if you wish to raise a concern.

Most concerns can often be resolved straight away by the staff who are caring for you. It is usually best to speak with the staff involved. An appointment can be arranged for you to speak with the doctor involved in your care, the ward manager or matron for this area about what your concerns are and what matters most to you. Our teams will be happy to help you. If your concern remains unresolved, please contact our Patient Experience & PALS team.

Patient Experience & PALS

If you have any questions, worries or concerns and want to talk to someone not directly involved in your care, or your concerns have not been resolved by the staff in the clinical area, you may prefer to speak to our Patient Experience & PALS team who provides confidential support to patients, their families and carers.

The team can:

- Actively listen and respond to concerns, suggestions or queries to help improve patients' experiences
- Provide information on NHS Services
- Offer advice on the NHS Complaints process and provide information on how to seek independent advice if you wish to make a complaint
- Feedback your views to the relevant staff, Chief Executive and Trust Board
- Help the organisation learn from feedback and concerns to improve your experience

The Patient Experience & PALS team can be contacted Monday to Friday, 9am – 4pm (excluding Bank Holidays). The team can be contacted by calling 01772 522972 or emailing PALS@lthtr.nhs.uk



If you decide to make a complaint

If you have explored the options previously explained and your concerns have not been resolved, you can make a complaint. We recognise that people sometimes worry that making a complaint could affect their current or future care. Please be assured that any treatment will not, in any way, be affected because you have raised concerns. As previously stated our organisation would like to receive feedback to ensure that patient experience is the best it can be.

Complaints may be made in writing by post or via email. Please give as much relevant information as you can, including your name, address, date of birth and hospital or NHS number (if known). It also helps to include the name of the doctor or ward caring for you.

If you are complaining on behalf of someone else, we will usually ask the patient to provide consent for us to release information about their care. There may be circumstances when it is not possible to obtain the patient's consent, in this case, we will seek consent from their next of kin.

You can submit complaints to our Chief Executive. If you require any support in raising your complaint, please contact our Patient Experience & PALS team who will offer assistance.

When we receive your complaint, a member of our Patient Experience & PALS team will co-ordinate the investigation into the concerns raised. During this process you may be contacted for more details about the issues you have raised. The Chief Executive, or nominated deputy, will normally write back to you within 35 working days. We may occasionally suggest that a meeting is held to discuss the findings of the investigation with the relevant staff. Sometimes an investigation may take longer, if this is the case; we will discuss the reason for this with you and keep you up-to date throughout the process.

Can I get help to make a Complaint?

Advocacy services offer a free and confidential service that is independent of the NHS and tailored to individual client needs. Their staff can also support you through the NHS Complaints process. Local advocacy services can be provided by:

Advocacy Focus

Telephone: **0300 323 0965**

Email: admin@advocacyfocus.org.uk

What if I am not satisfied with the answers and feedback I receive?

If you feel that local resolution has been exhausted you can refer your complaint to the Parliamentary and Health Services Ombudsman (PHSO). The PHSO makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. The service is free for everyone. The PHSO can be contacted at <https://www.ombudsman.org.uk/> or telephone 0345 015 4033.

Contact details

Chair and Chief Executive:

Lancashire Teaching Hospitals
NHS Foundation Trust
Royal Preston Hospital
Sharoe Green Lane
Fulwood
Preston
PR2 9HT

Sources of further information:

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297. Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages. If you would like to receive this information in an alternative format please contact the PALS Department.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણ માં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور ریڑی اگر آپ کو ہی معلومات سمجھنے کے یغل مدد کی ضرورت ہے تو ییچھپا یمن ییہ ابی دست ہو یسکت ہے براے مہر یبان پوے یچھدی. معلومات

Arabic:

مطبوعه بأ حروف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه لمعلومات يُرجى أن تطلب أخرى يمكن أن توفر هذه المعلومات

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Division: Nursing Governance

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