



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 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 several options available if you wish to raise a concern. Most concerns can often be resolved straightaway 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 and 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 provide 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



If you decide to make a complaint

If the options previously outlined have not resolved your concerns, you can make a complaint. Some people worry this may affect their current or future care, please be assured that treatment will not be affected in anyway, and we value all feedback to help improve patient experience.

Complaints can be submitted in writing by post or by using the online form available on our website:

<https://www.lancsteachinghospitals.nhs.uk/patient-experience-and-pals>

If you are writing to us, 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.

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 60 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.

If you require any support in raising your complaint, please contact our Patient Experience & PALS team who will offer assistance.

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

The Patient Experience & PALS team can be contacted Monday to Friday (excluding Bank Holidays). Our telephone line is available during the hours of 9am–12 noon and 1pm–3pm. The team can be contacted by calling **01772 522972** or emailing PALS@lthtr.nhs.uk.

We also offer a drop-in service, 11am–3pm within our offices, both at Royal Preston and Chorley District Hospitals.

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.accessable.co.uk

www.patient.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

www.advocacyfocus.org.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 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 this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolvem@LTHTR.nhs.uk

Department: Patient Experience and PALS

Division: Safety and Quality

Production date: March 2026

Review date: March 2029 **JR 1453 v1**

