

Contact us

The Patient Experience Team
0300 131 4784

esh-tr.patientexperience@nhs.net

Address: The Chief Executive, East Sussex Healthcare
NHS Trust, St. Anne's House, 729 The Ridge, St
Leonards-on-Sea, East Sussex, TN37 7PT

www.esht.nhs.uk

www.nhs.uk

External organisations providing support with complaints

Healthwatch

The role of Healthwatch is to make sure that feedback is heard. Healthwatch East Sussex are your independent consumer champion for health and social care.

Tel: **0333 101 4007** Text: **0779 410 0409**

enquiries@healthwatcheastsex.co.uk

healthwatcheastsex.co.uk

The Advocacy People

The Advocacy People provide a free, independent NHS complaints advocacy service to support people who would like to make a complaint about their NHS treatment. You can choose to access this service at any time.

Text 80800 and start your message with PEOPLE

info@theadvocacypeople.org.uk

www.theadvocacypeople.org.uk



East Sussex Healthcare
NHS Trust

Let us know your views

This leaflet explains how you can:

- Provide feedback or suggestions
- Raise a concern
- Make a complaint

Other formats

If you require this information in
another format, please contact:

esh-tr.AccessibleInformation@nhs.net

We welcome feedback from patients, relatives and carers as it provides valuable information allowing us to improve the services we provide.

There are several ways you can provide direct feedback about our services. These include:

- Speaking to the clinical area directly.
- By email to: esh-tr.patientexperience@nhs.net
- By completing a form on our website esht.nhs.uk
- By accessing the NHS website nhs.uk
- By accessing the Healthwatch website healthwatcheastsussex.co.uk

How to provide a compliment or say 'thank you'

Compliments can be addressed to the service which delivered the care, via a form available at esht.nhs.uk/send-a-thank-you or by contacting the patient experience team on esh-tr.patientexperience@nhs.net or 0300 131 4784.

How to raise a concern

If something is not right with the care you or a relative have received, talk to the colleagues involved. They will do their best to resolve the problem as quickly as possible. If it is not possible to resolve the matter in this way, they may ask you whether they can involve a more senior colleague.

Sometimes you may prefer to talk to someone not directly involved in your care and on these occasions, you can contact the patient advice and liaison service on esh-tr.patientexperience@nhs.net or 0300 131 4784.

Patient advice and liaison service

The patient advice and liaison service (PALS) can help to quickly and informally deal with current issues that do not require a detailed investigation.

PALS can:

- provide advice and support for patients, relatives and carers
- provide information on NHS services
- listen and assist with concerns and queries
- help to resolve problems on your behalf.

If concerns cannot be resolved locally, we can help you to access our formal complaints process, where your complaint will be formally investigated and you will receive a written response.

We hope to resolve any concerns swiftly and before there is a need to instigate a full complaints process, however if you do need to complain, you can do so in writing or verbally. Complaints may be made on behalf of a patient, but we will need patient consent to disclose confidential information. You can also address a letter of complaint to our Chief Executive.