

Let us know your views

For patients, relatives, carers and friends

This leaflet will help to explain how you can:

- Provide compliments and positive feedback to us
- Make comments or suggestions
- Raise a concern
- Make a complaint

Your views are very important to us. They can help us to improve our service to all our patients.

Our aim is to always, listen, respond and learn from feedback

It is always our goal to provide high quality care and get it right for all patients all of the time. Therefore your views, both positive and negative, about the quality of the service you received, are important to us.

Ways you can feedback

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

- By contacting the Patient Advice and Liaison Service (PALS)
- By completing an on-line form on our website - www.esht.nhs.uk
- By accessing the NHS website - www.nhs.uk
- By email to: esh-tr.patientexperience@nhs.net
- By completing our Friends and Family Test (FFT) Survey available to all patients on wards, in our Emergency Departments and our Outpatient areas.

How to provide a compliment or say 'thank you'

We are happy to receive letters from patients, families and carers about the care provided. These can be addressed to our Chief Executive or directly to the service involved. Alternatively you can complete a feedback survey, a form on our website or contact PALS.

How to raise a concern

While most people are happy with the care they receive, this is not always the case. It is often possible to resolve concerns or complaints when they arise, by talking to the staff immediately involved. Staff will do their best to sort out the problem as quickly as possible. Information about you is kept confidential and complaining will not influence or affect any further care and treatment. If it is not possible to resolve the matter in this way, they may ask you whether they can involve a more senior member of staff.

Patient Advice and Liaison Service (PALS)

If it isn't possible for a query or concern to be addressed by the relevant ward or unit, PALS can help to quickly and informally deal with straightforward issues that do not require a detailed investigation.

PALS can also explain how to access the formal complaints procedure, if concerns are to be formally investigated with a written response.

PALS can:

- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen and assist with concerns and queries that do not require a formal investigation
- Help sort out problems quickly on your behalf.

Raising a complaint

Complaints can be made in writing (including by email) or verbally, and may be made on your behalf by someone else (we would need your consent first if we need to disclose confidential information to investigate the complaint - this is to protect your confidentiality). You can address your letter of complaint (or email) to the Chief Executive.

The Advocacy People

Provide an independent NHS complaints advocacy service to support people, (e.g. writing complaint letters), who want to make a complaint about their NHS treatment. The service is totally independent of the NHS and is free and confidential to all NHS service users.

Healthwatch East Sussex

Healthwatch East Sussex are your independent consumer champion for health and social care. If you receive a good or poor service, they would like to know what happened, and your views on how to improve the service. The role of Healthwatch is to make sure your views and feedback are heard and affect the decisions made by the people who deliver your services.

Sources of information

ESHT website - www.esht.nhs.uk

PALS - Conquest Hospital - Opening hours - Monday to Friday: 9.00am to 3.30pm
Tel: 0300 131 5309 - Email: esh-tr.palsh@nhs.net

PALS - Eastbourne DGH - Opening hours - Monday to Friday: 9.00am to 3.30pm
Tel: 0300 131 4784 - Email: esh-tr.palse@nhs.net

Chief Executive, East Sussex Healthcare NHS Trust, St. Anne's House, 729 The Ridge, St Leonards-on-Sea, East Sussex, TN37 7PT - Email: esh-tr.complaints@nhs.net

Healthwatch - www.healthwatcheastsussex.co.uk
Tel: 0333 101 4007 Text: 0779 410 0409
Email: enquiries@healthwatcheastsussex.co.uk

Independent NHS Complaint Advocacy Service - www.theadvocacypeople.org.uk
The Advocacy People, PO Box 375, Hastings, East Sussex, TN34 9HU
Tel: 0330 440 9000 Text: 80800 starting message with PEOPLE - Email: info@theadvocacypeople.org.uk

NHS Website - www.nhs.uk

Important information

This patient information is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team by email at esh-tr.patientexperience@nhs.net or by calling:

Patient Experience Team – Conquest Hospital - Tel: 0300 131 4559

Patient Experience Team – Eastbourne DGH - Tel: 0300 131 4731

Hand hygiene

The trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

Other formats

If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department.

Tel: 0300 131 4500

Email: esh-tr.accessibleinformation@nhs.net

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

Reference

This information has been consulted and agreed with the Patient Experience and Engagement Steering Group.

Next review date:

September 2023

Responsible clinician/author:

Amy Reilly, Patient Experience Lead

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