

What if I'm not happy with the outcome of the complaint?

Please let us know as quickly as possible and we will do our best to resolve any outstanding concerns.

Meetings

For some complaints it may be appropriate to offer you a meeting with the clinicians involved, as this very often helps resolve complex complaints.

What if I am still unhappy with the outcome of my complaint?

If you are not happy with the way your complaint has been handled or you feel the answers you have been given are inadequate, you have the right to request that your complaint be considered by the Parliamentary and Health Service Ombudsman (PHSO).

The Parliamentary and Health Service Ombudsman (PHSO)

Millbank Tower
Millbank
London
SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk
Telephone: 0345 015 4033
Monday to Friday, 8.30am to 5.30pm
Website: www.ombudsman.org.uk

Who else can help me? Independent Health Complaints Advocacy Services (ICAS)

This is a free independent and confidential organisation who provide support to people who wish to make a complaint about their NHS care or treatment.

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POhWER:

- **Email:** pohwer@pohwer.net
- **Telephone:** 0300 456 2370
- **Write to:** Hertlands House, Primett Road, Stevenage, Herts SG1 3EE

Healthwatch Hertfordshire

Healthwatch Hertfordshire is the independent consumer voice for health and social care working to ensure the voices of service users are heard and represented.

- **Email:** info@healthwatchhertfordshire.co.uk
- **Telephone:** 01707 275978
- **Write to:** Douglas Tribe House, Welwyn Garden City, Hall Grove, Herts AL7 4PH

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217198** or email westherts.pals@nhs.net



Department	Complaints Department
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West Hertfordshire
Teaching Hospitals
NHS Trust



Do you have any compliments, suggestions or concerns about the service you have received?

“What matters to you, matters to us”

Patient information

Patient Advice and Liaison Service (PALS) and Complaints Department
Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital

Your views matter to us

West Hertfordshire Teaching Hospitals NHS Trust aims to provide the highest quality of service at all times and your views are important to us. We value your comments about the service you have received, good or bad, as they help us to evaluate and improve the quality of care for all of our patients.

Our values

It is our vision to provide the very best care for every patient, every day and your feedback will ensure that we continuously improve our services to achieve this.

We are proud to provide to all of our patients:

- **Commitment...** to caring for patients
- **Care...** of the highest quality
- **Quality...** of staff and standards

Compliments

Your positive comments are appreciated by our staff as they aim to provide the best possible care and help to ensure that good practice is shared throughout the trust.

Patient Advice and Liaison Service (PALS)

The PALS service is confidential and free. Our PALS team is here to listen to you, your friends or relatives and help answer your questions, resolve your queries informally or put you in touch with people who can.

PALS also provides general information and support in relation to NHS services. They can organise interpreters and translation services. They can listen to any suggestions you may have and pass your compliments to the staff concerned.

How do I get in touch with PALS?

In the first instance you may find it helpful to discuss your concern with a member of staff, who will try to help you with the issues you raise and provide satisfactory answers. You can ask to see the senior nurse for resolution, the ward manager or matron or request an appointment to see the consultant or doctor involved with your care.

You can call into the PALS office on the ground floor of the Princess Michael of Kent (PMOK) building at Watford General Hospital or if you require a visit whilst you are at any one of our other hospitals, please ask a member of staff to contact PALS to arrange this.

Contact details:

- **Email:** westherts.pals@nhs.net
- **Telephone:** 01923 217198
- **Write to:** Watford General Hospital, Vicarage Road, Watford, Herts WD18 0HB

Opening times:

Monday to Friday, 8am to 4pm.

We aim to provide the very best care and treatment and it is important that we learn from peoples' experience. The vast majority of patients are happy with their care. Sometimes though, things may not go as expected. When this happens we need to look at what went wrong so we can improve patients' experience for the future.

It is the policy of the hospital to investigate all complaints thoroughly and provide a full and comprehensive response.

When should I make a formal complaint?

If you feel like your complaint can't be resolved by PALS in a timely manner, you can make a formal complaint. It is important that you make your complaint within 12 months of the incident concerned or as soon as you become aware that there is cause for complaint.

The process will be facilitated by the complaints team and you can contact them by:

- **Email:** westherts.complaintsteam@nhs.net
- **Telephone:** 01923 217866
- **Write to:** Watford General Hospital, Vicarage Road, Watford, Herts WD18 0HB

Opening times:

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What happens when I lodge a formal complaint?

We will write and or telephone you to acknowledge receipt of your complaint within three working days of receipt of your letter / email.

If your complaint relates to a friend or relative we will require their consent as part of patient confidentiality.

We will then carry out an investigation into the issues you have raised. A written response from our Chief Executive will be sent to you within an agreed timeframe.

If your complaint is particularly complex or involves several aspects of our service our response may take longer. If there are any delays you will be kept fully informed of the progress of your complaint.