

Let us know



Information for patients, relatives
and carers

How to give us feedback

We aim to provide the best care for our patients. However, sometimes things may not go according to plan. If you are not satisfied with the care or treatment you, a relative or friend has received, it is important to tell us so that we can resolve the problem quickly.

Often, the quickest and easiest way to do this or get an answer to any questions you may have is by speaking directly to the staff caring for you. Staff will always act professionally and respond to concerns as they are keen to receive feedback. You might also want to let us know about something that has gone well.

Patient advice and liaison service (PALS)

If you do not want to discuss your concerns with the staff or their manager, or if you have tried this and are still unhappy, ask to speak to the patient advice and liaison service (PALS). The PALS team is here for **you** – providing confidential advice, information and support for patients, relatives and carers. The PALS team will:

- **actively listen and respond** to compliments, concerns, suggestions or queries and liaise with staff on your behalf
- **provide information** on NHS services
- **support** you through an anxious time as a patient, relative, friend or visitor
- **monitor** any problems arising and identify any gaps in services
- **feedback** your views to the chief executive and Trust Board
- **help** the organisation learn from patients' experiences and comments
- **offer advice** on the complaints service and provide information on how to seek independent advice if you wish to make a formal complaint

Contact details	
PALS telephone numbers:	St Mary's and Western Eye hospitals 020 3312 7777 Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals 020 3313 0088
Email:	imperial.pals@nhs.net
Opening hours:	Monday to Friday, 09.00 to 17.00
At busy times, evenings and weekends, your call may be transferred to an answer phone. Please leave a message with your name and number and someone will be in touch as soon as possible.	

Formally raising your concerns

If you feel that your concerns have not been resolved informally, you can put them in writing or call the complaints department (see page 4). Any concerns you raise will not be recorded in your notes and will not affect your care in any way.

Please provide us with as much relevant information as you can about your concerns and include your name and address, your NHS number if you know it and your date of birth so that we can locate your health records. If you wish to obtain a copy of your health records, we can assist you with this. If you are contacting us on behalf of a relative or friend, we will probably need to obtain their consent to carry out an investigation into the concerns raised.

As part of our investigation, we may need to interview staff, as well as review your health records. Under the NHS complaints procedure you should ensure that you raise your concerns within 12 months of your treatment (although we will try to look at older concerns if there were good reasons why you could not complain within this time).

We will acknowledge your concerns within three working days and an investigator will contact you and agree the best way to resolve your complaint as well as a timescale for this. We will be open with you about any failings we identify in the care provided to you and discuss the action that will be taken to ensure that lessons are learnt.

Contact details (for all Imperial College Healthcare NHS Trust sites)	
Address:	Complaints department Fourth floor, Salton House St Mary's Hospital Praed Street London W2 1NY
Telephone:	020 3312 1337 / 1349
Email:	ICHC-tr.Complaints@nhs.net
Please visit our website at www.imperial.nhs.uk > patients and visitors > feedback compliments and complaints for more information and a web feedback form.	

NHS Complaints Advocacy

If you would like support with your complaint, please contact the London Independent Health Complaints Advocacy Service (IHCAS) whose details are below.

Contact details	
Telephone:	020 3553 5960 or text the word 'pohwer' and then your name and number to 81025.
Email:	LondonIHCAS@pohwer.net
For more information, please visit: www.pohwer.net	

Action against Medical Accidents (AvMA)

The NHS Complaints Regulations do not cover awards for financial compensation. If you wish to seek legal advice, please contact the charity AvMA, who can signpost you to a solicitor.

Contact details

Helpline:	084 5123 2352 (Monday to Friday, 10.00 to 17.00)
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For more information, please visit www.avma.org.uk
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Parliamentary and Health Service Ombudsman (PHSO)

If you remain dissatisfied following the Trust's complaints process, you can write to the PHSO to request an independent review of your case.

The PHSO will normally only review your complaint after you have been through the Trust's full complaints process.

Contact details

Address:	Parliamentary and Health Service Ombudsman Millbank Tower, Millbank London SW1P 4QP
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Complaints Helpline:	034 5015 4033 (Monday to Friday, 08.30 to 17.30)
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Email:	phso.enquiries@ombudsman.org.uk
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For more information, please visit www.ombudsman.org.uk
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Alternative formats

This leaflet can be provided on request in large print, as a sound recording, in Braille or easy read, or in alternative languages.

Please email the communications team:
imperial.patient.information@nhs.net

Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM

