SEAP

You may also wish to contact SEAP (Independent Health Complaints Advocacy). SEAP is an independent organisation who may be able to advise you on the options available to you. They will help you decide which option would be beneficial to resolve your concerns on 0300 343 5707.

How can I help reduce healthcare associated infections?

Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that if you should visit, or have anyone visit you, at hospital or in a clinical area- please use the hand sanitiser available at the main entrance of the hospital and at the entrance to every ward before coming in to and after leaving the ward or hospital. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser as hand sanitisers are not suitable for use when dealing with patients who have symptoms of diarrhoea.

Following Our Investigation

Information and advice
If you require a translation or alternative format of this leaflet please contact the Complaints Department on 01494 734958.
Your complaint response

We hope that the Trust’s response has satisfactorily addressed the concerns you have raised.

If you remain dissatisfied there are a number of actions you can take to help resolve your concerns.

You can:

**Request a meeting** with relevant staff.

**Request a further response** by contacting us to advise us of any outstanding issues. A further enquiry and response will then be provided.

**Request an independent review** of your complaint by the Parliamentary and Health Service Ombudsman.

In addition, you can seek independent advice on the handling of your complaint from SEAP (Independent Health Complaints Advocacy). See overleaf for details.

Meeting with Staff

It is often helpful to meet and discuss concerns face-to-face. If you would like a meeting to be arranged with an appropriate member of staff, please contact the Complaints Department on 01494 734958

**Requesting a further review of your complaint**

You can request that a further review be made of your complaint. We will need to know which aspects of your complaint you remain unhappy with or if there are any additional points you wish to be addressed. You can:

**Write to:**

Complaints Manager, Trust Offices, Amersham Hospital, Whielden Street, Amersham, Bucks HP7 OJD

**Email:**

Bht.complaints@nhs.net

**Requesting an Independent Review**

If you feel we have failed to resolve your concerns to your satisfaction, you can request the Parliamentary & Health Service Ombudsman (PHSO) to undertake an Independent Review of your complaint.

You have the right to ask the PHSO to review your case if the complaint remains unresolved six months after it was made.

**For further information contact:**

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, LONDON SW1P 4QP

Tel: 0345 015 4033

Email: www.ombudsman.org.uk