

If you would prefer to make a written complaint you can:

- **E-mail** your letter to bht.complaints@nhs.net
- **Write** to the Chief Executive, Trust Offices, Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

The Trust will acknowledge your letter within three working days and aims to provide you with a full response within 25-40 working days. We will advise you if it is likely to exceed this timescale.

If you are unhappy with the response you receive you can write to:

- Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Further information about the Ombudsman is available at www.ombudsman.org.uk or you can call their helpline on **0345 015 4033** for advice.

You can obtain independent and free advice on making a complaint from SEAP, Independent Health Complaints Advocacy on **0300 343 5705** or visit their website at www.seap.org.uk

You can also contact the Care Quality Commission (CQC) about your experience of our services, although the CQC cannot investigate individual complaints.

Information about the CQC can be found at www.cqc.org.uk or you can call them on **03000 616161**.

Compliments

If you would like to pass on a compliment please let the ward or department know direct or write to the Chief Executive at the address on the previous page, or send an email to bht.compliments@nhs.net

You can read about PALS and the Trust's policy 'Responding to Concerns, Complaints and Compliments', as well as review the changes we've made in response to feedback, at www.buckshealthcare.nhs.uk/feedback

If you require this leaflet in another language or format, please contact the Patient Advice and Liaison Service on 01296 316042 or PALS@buckshealthcare.nhs.uk.

Concerns Complaints Compliments

Your
views
matter



Safe &
compassionate
care,


every
time

Welcome

Buckinghamshire Healthcare NHS Trust aims to provide high quality care and services for our patients. We want to know when things go well and also help you when you have any concerns or questions about your treatment. This leaflet tells you about the different ways to contact us if you have any concerns, complaints or compliments.

If you have a concern about your care or about any aspect of our service, please speak to the member of staff who is with you at the time. They may be able to resolve your concerns straight away.

If the staff member is unable to assist you, your first point of contact is the Trust's Patient Advice and Liaison Service (PALS).



PALS is a confidential service; we will not share any information you give us without your permission

PALS is an informal service which:

- acts as a central contact point where you can obtain a wide range of information about the NHS and other services
- is a confidential service; we will not share any information you give us without your permission
- aims to resolve any concerns or problems you have as promptly as possible
- by listening to your views and comments, will aim to instigate changes to improve our services
- if you feel your concerns have not been resolved satisfactorily, will guide you through the Trust's complaints process and provide you with information about external independent services who can assist you if you wish to make a formal complaint.

PALS can be contacted by:

- **Phone:** 01296 316042
(please use the answerphone as messages are regularly accessed during the day and we aim to reply by the end of the next working day).
- **Email:** email us at bht.pals@nhs.net
- **Visit:** PALS offices are situated at
Stoke Mandeville Hospital – Our office is above the restaurant at the main entrance
Wycombe Hospital – Our office is in the main reception next to Scannappeal Books (this office is open 3 days a week)
- **Writing:** please send a letter to
PALS, Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

