

Patient advice sheet

Concerns, complaints, compliments - Your views matter

Although we always like to hear about the things we have done well, we would also like to hear about the things we could do **better**.

Buckinghamshire Healthcare NHS Trust is committed to providing the very **highest standards of care**.

We will always try our best to get things right, but sometimes mistakes happen. When they do, it is vitally important to put things right as soon as possible, and to ensure that the same mistakes do not happen again.

I wish to raise a concern:

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). Our Patient Advice and Liaison Service is a confidential service; we will not share any information you give us without your permission.

Our Trust Patient Advice and Liaison Service (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.

How do I contact PALS?

- Call us: 01296 831120
If your call isn't answered, please leave an answerphone message.
Messages are checked regularly and we will aim to return your call by the end of the next working day.
- Email us: bht.pals@nhs.net
Please note: We prioritise phone calls.
Email responses may be delayed during busy periods.
- Post a letter:
PALS, Stoke Mandeville Hospital
Mandeville Road
Aylesbury HP21 8AL

I wish to make a formal complaint

To make a formal complaint please write to the Chief Executive

Email: bht.complaints@nhs.net

Or post to: Trust Offices, Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

What happens next?

- We take all complaints very seriously and will conduct a thorough investigation. We will then respond to you as quickly as possible. We may contact you when we receive your complaint to discuss it further.
- We will formally acknowledge your complaint within three working days.
- We will do our best to give you a full reply as quickly as possible, usually within 25-40 working days.
- In our reply, we will try to tell you what action we are taking to make sure the problem you raised does not happen again.
- As an organisation, we are committed to learning from all the complaints we receive.
- The fact that you have complained will not adversely affect your treatment and your complaint is not kept in your medical notes.

If you are unhappy with the response you receive to your complaint you can contact:

- The Parliamentary and Health Service Ombudsman,
 - Visit www.ombudsman.org.uk for further information about the Ombudsman
 - Call 0345 015 4033 for advice.
 - Write to Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP
- The Advocacy People, an independent health complaints advocacy service –
 - Call 0330 440 9000 for advice
 - email: info@theadvocacypeople.org.uk
 - visit: www.theadvocacypeople.org.uk
- The Care Quality Commission
 - You can also contact the Care Quality Commission (CQC) about your experience of our services, although the CQC cannot investigate individual complaints.
 - Visit www.cqc.org.uk for information about the CQC
 - Call CQC 03000 616161.

I wish to pass on a compliment

If you would like to pass on a compliment you can let the ward or department know directly or you can write to the Chief Executive:

- Email your letter to bht.compliments@nhs.net
- Or post to: Trust CEO, Trust Offices, Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

If you would like to share any helpful feedback, you may also contact the Chair of the Trust Board of Directors. Information and contact details for the Board are available [on the Trust Board web page](#).

If you require this leaflet in another language or format, please contact the Patient Advice and Liaison Service on 01296 831120 or email: bht.pals@nhs.net