

Do you have a Compliment, Comment or Complaint?



**A guide to giving
your feedback to
Portcullis Surgery**

Welcome...

We are always looking at ways to improve our services and ensure that you have the best possible experience with the NHS. You can help us to get it right by telling us what you think of the services delivered at Portcullis surgery

This leaflet tells you what to do if you wish to compliment, comment or complain about NHS services in Shropshire.

We will do all that we can to help and assist you through the process.

Compliments & Comments

We want to hear from you if you are particularly pleased with the service you have received from an individual or team within the NHS and wish to pass on your thanks or praise.

If you can tell us what we do well, or suggest improvements, we can give others a better service too. We will ensure that compliments reach the individuals concerned and that their manager is made aware of them. If it is appropriate, we will also share your comments with other colleagues

We also want to hear from you with any comments you have about any our services or suggestions for ways we can improve. When you make a comment, it will be discussed at our Practice Meeting for action or learning.

Complaints

We always try to give a good service but sometimes things go wrong. You can help us make changes by telling us about what is wrong and how you would like us to put it right.

You may want to complain about:

- A service
- Any action, attitude or behaviour of a member of staff which has affected you or someone close to you

Please get in touch with the Complaints Manager Mrs Rachel Shields if you need help or support in using our procedure, or if you need the information in another format.

How to complain

You should discuss any comments or concerns with the person providing the service, for example a nurse, doctor etc, or ask to speak to the manager responsible for the service or department. If you are unhappy with the outcome, or would prefer to speak to somebody separate from the department, please contact the Patient Advice and Liaison Service (PALS)

PALS aims to:

- Help sort out problems informally and quickly on your behalf
- Provide advice or refer patients, families and carers to other agencies where appropriate
- Advise on complaints procedure if necessary
- Feedback to the PCT on common themes and concerns and bring about improvements and change

Alternatively you can complete the online comments, compliments and complaints form available at www.shropshire.nhs.uk or contact the Complaints Manager directly in writing, by email or by telephone.

Where your comment or complaint is about a service we do not directly provide ourselves – for example it is provided by a Shropshire GP practice, or by the Shrewsbury and Telford Hospitals NHS Trust – we will talk to you to find out whether it would be better for that other organisation to help you directly.

What happens once you have made a complaint?

There are two stages for dealing with NHS and social care complaints.

Stage One: Local Resolution

- When you make a complaint you will receive an acknowledgement letter within three working days from the Practice Manager Mrs Rachel Shields. This letter will offer you the opportunity to discuss either by telephone or face to face how you would like your complaint to be investigated and how long this will take.
- We believe this discussion with you is really important because by talking directly to you we can understand exactly what it is you are unhappy with and what you would like to happen as a result and try to deal with the issue as quickly as possible.
- Following this discussion you will receive a letter setting out how the complaint will be handled and the timescales for investigation.
- An investigation will be carried out by The Practice Manager Mrs Rachel Shields. Portcullis Surgery, Portcullis Lane.

Ludlow. Shropshire. SY8 1GT. Telephone Number 01584 872939. email: rachel.shields1@nhs.net This will include a report on the process of investigation and findings, including details of any action taken or recommended to prevent a recurrence of the problem.

- If more time is needed to complete the investigation we will contact you to let you know why this is needed and will discuss new deadlines.
- If you have any questions about the response to your complaint, you can contact either the investigating officer or the PALS and Complaints team for clarification.

Stage Two: Ombudsman

If you are not satisfied with the findings of the local investigation you may wish to contact the Health Service Ombudsman. The Health Service Ombudsman is completely independent of both the NHS and of the Government. They can investigate complaints about NHS services and complaints about how the complaints procedure is working.

The Ombudsman does not have to investigate every complaint put to them and they will not usually take on a case which has not first been through the NHS complaints procedure.

If you can read this but know someone who can't, please contact the Patient Advice and Liaison Service on 01743 497093 so we can provide this information in a more suitable format.

Jeżeli może Pan/Pani przeczytać tą informację ale zna kogoś kto nie jest w stanie jej odczytać, prosimy skontaktować się z Biurem Porad dla Pacjentów (Patient Advice and Liaison Service) pod numerem 01743 497093 abyśmy mogli dostarczyć informacje w innym – właściwym formacie.

如果您能阅读这份信息，但知道有其他人不能阅读，请致电 01743 497093 联系患者咨询与联络服务，这样我们可以提供一种更为合适的格式。

Useful contacts

Patient Advice and Liaison Service (PALS)

PALS Coordinator
Royal Shrewsbury Hospital
Mytton Oak Rd
Shrewsbury SY3 8XQ
Tel: **01743 261691/0800 783 0057**
Email: sath.pals@nhs.net

Health Service Ombudsman

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Tel. 0345 015 4033
Email:
phso.enquiries@ombudsman.org.uk

ICAS Shropshire & Staffordshire

Unit 25 & 32, Stafford Business
Village
Dyson Way
Staffordshire Technology Park
Stafford ST18 0TW
Tel. 0845 337 3054

Shrewsbury and Telford Hospitals NHS Trust

Royal Shrewsbury Hospital
Mytton Oak Rd
Shrewsbury SY3 8XQ
Tel. 01743 261000
Email: info@sath.nhs.uk

Princess Royal Hospital
Apley Castle, Telford,

TF1 6TF
Tel. 01952 641222
Email: info@sath.nhs.uk

Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust

Complaints Manager
Robert Jones and Agnes Hunt
Orthopaedic and District Hospital NHS
Trust
Gobowen
Oswestry SY10 7AG
Tel: 01691 404127
Email: complaints@rjah.nhs.uk

Compliments, Comments and Complaints Form

Name:

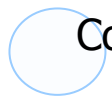
Address:

Email:

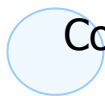
Tel:

Date:

I wish to make the following:



Compliment



Comment



Complaint

If you have spoken to someone at the surgery and know what team is responsible, please state the person's name and team.

Name:

Team:

Please return form to:

The Practice Manager

Mrs Rachel Shields

Portcullis Surgery

Portcullis Lane

Ludlow

Shropshire

SY8 1GT

Telephone: 01584 872939 or email: rachel.shields1@nhs.net

Please provide details overleaf.

A series of 20 horizontal dashed lines for writing.

Thank you for your comments.