

How to make a complaint

Don't keep it to yourself.
We listen and we want to know.



COMPLAINTS

At Southport and Ormskirk Hospital NHS Trust we always try to provide the best possible care. But we also realise we may not get things right every time.

For the times when we don't get things right, we welcome comments and suggestions, as well as complaints as we want to continuously improve our services. This leaflet tells you our procedures.

BUT FIRST HAVE YOU ...

1. Raised your issue with an appropriate member of staff? If your complaint is a medical matter, ask to meet the nurse in charge. If appropriate, you may also like to meet the relevant consultant. In our experience an early meeting like this often resolves issues speedily to everyone's satisfaction
2. If you are hospital patient, you can also ask to speak to the "matron of the day". Call them yourself by ringing the switchboard on 01704 547471 or dial "0" from the telephone at the hospital reception desk

IF YOU ARE STILL UNHAPPY

We aim to resolve your issues as quickly and to your satisfaction. However, if you are still not satisfied, we want to hear from you.

WHO CAN COMPLAIN?

Anyone who is receiving, or has received, treatment or services from the Trust can complain. If you are unable to complain, then someone else with your permission can do it for you. Complaints must be made as soon as possible and:

- Within 12 months of the event concerned; or
- Within 12 months of you realising you have something to complain about

These time limits can be waived if there are good reasons why you could not complain sooner.

HOW DO I COMPLAIN?

Members of staff will always do their best to resolve a complaint quickly to your satisfaction. However, if you prefer to put your complaint in writing, write to:

Jonathan Parry, Chief Executive,
Southport and Ormskirk Hospital NHS Trust,
Corporate Office,
Town Lane, Kew,
Southport,
Merseyside, PR8 6PN

Within three working days, your complaint will be acknowledged. You will then be contacted by staff from the complaints department who will ask how you would like your complaint resolving, e.g. you may want an apology, or a change in the way the Trust runs a service.

We will then agree with you the most appropriate way of handling the complaint, which may be a formal investigation, or possibly a meeting with the staff involved in your complaint.

If your complaint is formally investigated, we will agree a timescale for when and how we expect to respond to you. If we cannot reply to you in the agreed time, we will keep you informed of our progress and the reason for the delay.

IF YOU ARE STILL NOT SATISFIED

If you are still not satisfied after receiving a written reply, you should contact the complaints manager, explaining the reason why you are not satisfied with the Trust's response. We can then investigate further or suggest a meeting to try to resolve any outstanding issues.

If you remain dissatisfied, you can request the Parliamentary and Health Service Ombudsman to investigate (see useful contacts).

WHO ELSE CAN HELP?

You may wish to contact the Independent Complaints Advice Service (ICAS) who will be able to provide support on how to make a complaint and offer your help through the process (see useful contacts).

I'M SCARED TO COMPLAIN

Please be assured that making a complaint will not affect the care you receive or be kept with your medical records. However, if you feel you have been discriminated against after a complaint, please write to the chief executive at the address on the previous page. Alternatively, write to and ask the Parliamentary and Health Service Ombudsman to investigate (see useful contacts).

USEFUL CONTACTS

Complaints Manager

Southport and Ormskirk Hospital NHS Trust
Corporate Office
Southport and Formby District General Hospital
Town Lane, Kew
Southport
Merseyside, PR8 6PN

Telephone 01704 704958

The Health Service Ombudsman

Millbank Tower
Millbank
London, SW1P 4QP

Telephone 0345 015 4033

Email phso.enquiries@ombudsman.org.uk

Web www.ombudsman.org.uk

Independent Complaints Advocacy Service

Telephone 0300 456 8350