

## Can I get help and support to make a complaint

The NHS Complaints Advocacy Service and Community Health Council (for Welsh residents) can provide free advice and support to anyone making a complaint.

For advice please contact:

### *Independent Health Complaints Advocacy Service Healthwatch Shropshire*

Freepost  
Healthwatch Shropshire

Telephone: 01743 237884

E-mail: enquiries@healthwatchshropshire.co.uk

### *Montgomeryshire Community Health Council*

Room 204  
Ladywell House  
Newtown  
Powys

Telephone: 01686 627632/621052

Email: info@montchc.org.uk

### *For Telford & Wrekin residents Engaging Communities*

Telephone: Freephone 0800 161 5600  
www.ecstaffs.co.uk

## And finally...

We don't just want to know when things go wrong; we also want to know what you think about your care. Please complete a Comment Card or feel free to write to us with any compliments, comments and suggestions.

If you require a version of this leaflet in large print or another language, please contact the PALS team.

Other useful contacts

### *Care Quality Commission*

www.cqc.org.uk  
Telephone: 03000 616161

### *Healthwatch*

www.healthwatch.co.uk  
Telephone: 03000 683000

*Author Head of PALS & Complaints  
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By raising concerns it may help to improve your experience as it is only by listening and understanding your concerns that we can make things better for you and other patients.

The Shrewsbury and Telford Hospital **NHS**  
NHS Trust

## How to raise concerns or make a complaint about your care



For more information visit:

[www.sath.nhs.uk/patients-and-visitors/pals/](http://www.sath.nhs.uk/patients-and-visitors/pals/)

Overall, the feedback we receive from patients is very positive. However, we know that there are times when we do not always get things right. On these occasions we welcome your feedback, as this helps us to improve the care we provide.

Whether you are feeling unhappy, upset or angry, we want to hear from you so that we can try and put this right as soon as possible.

## Who can I talk to if I am worried or have a concern?

Most concerns can usually be sorted out straight away with the staff who are caring for you. This might be your nurse, midwife, doctor or other health worker. You may also ask to speak to Matron who can liaise with staff on your behalf. Tell them what has happened and they will do their best to try and put things right as quickly as possible.

## What if I am still not happy?

You may also contact our PALS Department (Patient Advice & Liaison Service). The PALS Department is like a Customer Service Department where patients and relatives can seek advice or raise concerns about any matters relating to their care. The PALS staff will listen to you and, in discussion with staff, will try and resolve your concerns.

## PALS - Patient Advice & Liaison Service

Royal Shrewsbury Hospital 01743 261691  
Princess Royal Hospital 01952 282888  
E-mail: [sath.pals@nhs.net](mailto:sath.pals@nhs.net)

## If I make a complaint or raise concerns will this affect my future care?

No, there is no need to worry about this. Please be assured that your care will not be affected by you raising concerns. By raising concerns it may help to improve your experience as it is only by listening and understanding your concerns that we can make things better for you and other patients.

## How do I make a formal complaint?

If all efforts to resolve your concerns have failed and you remain unhappy you can still make a formal complaint. To do this you will need to write to the Chief Executive giving details of the things you are unhappy with.

C/O Chief Executive  
Patient Services Department,  
Royal Shrewsbury Hospital,  
Mytton Oak Road, Shrewsbury, SY3 8XQ  
Email: [sath.complaints@nhs.net](mailto:sath.complaints@nhs.net)

## Can I complain about anything?

We cannot deal with complaints about private health care or award financial compensation. Complaints should also be made as soon as possible and certainly within 12 months of the events that you are unhappy about.

## Can someone complain for me?

Yes they can, but we will need to get your permission before we can provide them with any information.

## What happens after you have made a complaint?

When we receive your complaint we will contact you by telephone or in writing within 3 working days. We will let you know how we will deal with your complaint and how long this process may take. We will then investigate your complaint and when our investigation is complete, the Chief Executive will write to you with the outcome.

## What if I am still not happy with the response?

If you are not happy with the response to your complaint let us know straight away so that we can try and put this right. We may decide that further investigation is required, or we might suggest that you come in and meet with senior staff to discuss your complaint in more detail.

If, after this you still feel that your concerns are unresolved, you can refer your complaint to the Parliamentary & Health Service Ombudsman.

Parliamentary & Health  
Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

0345 0154033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)