



You can get help from Healthwatch Shropshire: <https://www.healthwatchshropshire.co.uk> to raise concerns or Engaging Communities Telford: <http://www.ecstaffs.co.uk/telford-independent-advocacy/>



You can also get help from MENCAP who provide advice and support for people with a learning disability: <https://www.mencap.org.uk/advice-and-support>



If you would like this leaflet in a different language or format, please contact the Patient Advice & Liaison Service to arrange for this.

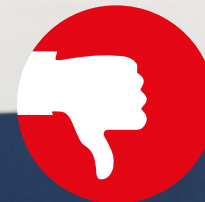
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The Shrewsbury and Telford Hospital
NHS Trust

How to raise concerns



Easy Read

How to raise concerns

How to raise concerns



If you are cross or sad, we can help

You can talk to a:

- Doctor
- Nurse
- Other member of staff on the ward



They will listen and think about how they can help



If you are still unhappy, you can contact the Patient Advice and Liaison Service (PALS)

You can call 01743 261691 for the Royal Shrewsbury Hospital or 01952 282888 for the Princess Royal Hospital or you can email sath.pals@nhs.net



Or you can write in to the **Chief Executive, C/O Patient Services, Level Two, Ward Block, Royal Shrewsbury Hospital, Shrewsbury, SY3 8XQ**



The Patient Advice & Liaison Service or Complaints Team will reply to you.



They will talk to you about how we can help you with your concerns.