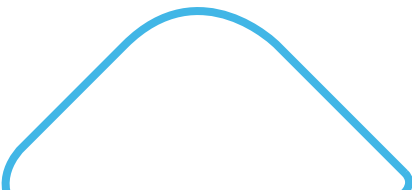


Patient Support and Complaints **Team**

Here to help you with your comments,
compliments, concerns or complaints.



Introduction


This leaflet explains how the Patient Support and Complaints Team are here to help you. They can share your views and compliments about the hospital, and help you to communicate with staff to resolve any concerns or complaints about the services provided by our hospital as quickly and easily as possible.

By telling us about your experiences, either as a compliment or complaint, you help RUH staff to understand how patients and their families and carers experience our services and where improvements can be made.

What can the Patient Support and Complaints Team do for you?

The Patient Support and Complaints Team is a free and confidential service for patients, their families, carers and friends. They can:

- Provide non clinical information and advice such as appointment details and signposting to appropriate services or organisations
- A contact point for patients to make suggestions or share compliments or feedback
- Liaise with ward staff on your behalf
- Assist with lost property
- Arrange bereavement meetings
- Arrange contact with the relevant clinician
- Complaints management – offering information about how to make a complaint and support throughout the process of doing so



If you or your relatives or carers have queries or you are unhappy with any aspect of your care, in the first instance, please speak to a member of the ward or clinic staff as soon as possible. Very often problems can be resolved at this point. If you feel they cannot help or you are not comfortable talking to them, you can contact the Patient Support and Complaints Team.

Raising concerns will not affect the care or treatment that you, or the person you care for, is given. Patients can ask a friend or relative to speak on their behalf, but we must have the permission of the patient before we can discuss any personal circumstances with anyone else. The Patient Support and Complaints Team aims to help resolve your problem/issue as quickly as possible, but some concerns may take longer to deal with - we will let you know if this is the case.

How you can help us to respond efficiently

It will be helpful to have the following information available when you contact us:

- Patient details (name, address, date of birth, telephone number and hospital number if known)
- Consent from the patient, if applicable
- Your contact details, if different from the patient
- The ward/department that the concern or query relates to
- As much information as possible about the reason for contacting the team.

Complaints

There are a number of different ways that you can access this service. If you are raising a concern or complaint, we will work with you to identify the best way of obtaining a resolution for you. This may be by arranging a conversation with a Clinical Lead, Specialty Manager or Matron, arranging a face to face resolution meeting or providing a written report within 35 working days. Your Patient Support and Complaints officer will discuss this with you and together decide the best route for you.

How to contact us

In person: The Patient Support and Complaints office is located in the atrium, just inside the main entrance of the hospital (office opening hours 10am – 3pm Monday to Friday)

By email: ruh-tr.psct@nhs.net

By telephone: 01225 825656

(Monday to Friday 9am – 5pm. We have a 24 hour voicemail service available and will return your call the next working day)

Via the hospital website: www.ruh.nhs.uk

We welcome your opinions:

www.ruh.nhs.uk/PatientSupportFeedback



Advocacy help

PoHwer is a charity providing free advocacy, information and advice services. You can contact PoHwer on:

By email: www.pohwer.net

By phone: 0300 456 2370

Parliamentary and Health Service Ombudsman (PHSO) and PoHwer

The Parliamentary and Health Service Ombudsman (PHSO) carries out independent investigations into complaints relating to the NHS. If you feel that the Trust has not responded to your complaint adequately or appropriately you have the right to seek advice from the PHSO. You can contact the PHSO on:

By email: www.ombudsman.org.uk

By phone: 0345 015 4033

Other useful contacts

Medical record requests and queries

01225 821416

Patient Locate

01225 824884

Parking queries

01225 826274

ruhshop.uk@sabagroup.com

Private & Overseas Patients Office

01225 821484

ruh-tr.privateandoverseaspatients@nhs.net

Amending or booking an appointment

01225 821821

RUHX donations

01225 825691

hello@ruhx.org.uk

The RUH, where you matter



Friends of the RUH volunteering

01225 824046

ruh-tr.volunteers@nhs.net

Family Liaison Facilitators

07900775259 / 07825573365

ruh-tr.familyliaisonfacilitatorservice@nhs.net

Space for notes:

Please use this space below to make any notes you would find helpful

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

Hospital switchboard: 01225 428331 | www.ruh.nhs.uk

If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on 01225 825656.

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The RUH, where you matter