

Listening **Service**

Patient Support and Complaints Team

What is the Listening Service?

The Listening Service is a new service, which we are initially able to offer for 12 months, within the Patient Support and Complaints Team (formerly known as PALS). The aim is to provide a safe space for patients and families to share their experiences of the care provided by the RUH.

We always strive to provide the best care to all patients and their families across the communities we serve. However, sometimes we don't get things right. When this happens, we want to listen to your experiences and learn from them so we can continually improve the care we provide.

Who is it for?

The Listening Service is for anyone who wants to discuss experiences of their care, the care of a family member or someone that they look after.

The Listening Service might be useful for you if:

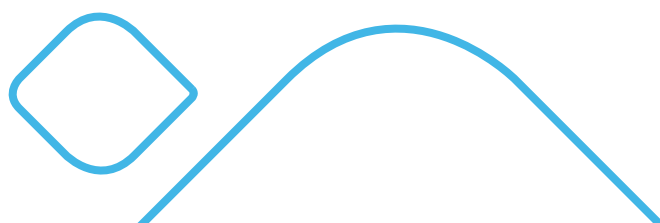
- You have questions about the care that was provided
- You would like an opportunity to talk about your experiences
- You would like to give feedback and prefer not to speak directly with someone who was providing your care.
- You would like the RUH to know about your experiences but don't necessarily want to submit a formal complaint.

What will happen?

You will be contacted by the Patient Support and Complaints Team to arrange a time to meet with our Listening Service Clinical Lead. This meeting will be arranged at a time and location to suit you. It could be at home, at the RUH, or in a community setting closer to you – for example a community hospital. If you prefer, we can arrange a phone call or virtual meeting.

The Listening Service Clinical Lead is an experienced clinician who is not involved in the care you would like to discuss. Any discussions will be confidential and your details will not be shared unless you would like them to be.

After you have shared your experiences, the Listening Service Lead will discuss options for moving forward with you. This might include, for example, giving feedback to staff or making recommendations for improvements in our services. The Listening Service will update you of any actions taken. We can do this by email, phone or letter as you prefer.



We hope that the Listening Service will provide a way for you to share your experiences and feedback with us and for us to make sure that we are always improving the care that we provide to patients, families and the community.

As the Listening Service has been funded initially for 12 months, we will ask you if you would be happy to provide feedback about the service. This will help us to assess what is working well and what could be improved.

How do I contact the Listening Service?

If you would like to make an appointment with the Listening Service, you can contact us by emailing ruh-tr.complaints@nhs.net or calling 01225 825656.

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Combe Park, Bath, BA1 3NG

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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