

## **Comments, Suggestions, and Complaints**

### **We need your feedback**

### **Information Leaflet**

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At Liverpool Women's we are continually working to ensure that our women, babies and their families have a positive experience. We aim to provide the highest standards of care and facilities to all our patients and visitors.

We accept that sometimes you may have some comments, suggestions or complaints about your experience that you wish to share with the Trust.

We welcome your feedback to help the Trust continually improve the services we provide.

We have a flexible process in place to assist our patients and visitors if they have any comments, suggestions or complaints they wish to bring to the attention of the Trust.

There are a number of ways you can do this:

### **Verbally**

Often the best way of raising a concern is to speak to a member of staff in the ward or department, or if you wish you can ask to speak to a Manager or Matron. In many cases the matter can be promptly resolved to your satisfaction.

#### **PALS**

(Patient Advice Liaison Service):

Our dedicated PALS Team based at Liverpool Women's NHS Foundation Trust, Crown Street, Liverpool, L8 7SS are here to help you with any comment, suggestions or complaints and would welcome your feedback. There are a number of ways you can contact the team:

Monday to Friday between 08:30 and 16:30

- You can telephone them on 0151 702 4353. If they are away from their desk when you call, please leave your name and contact details and we will get back to you as soon as possible. The PALS Team will return your call within three working days.
- The PALS Room is located opposite Main Reception. If the office is empty please ask Main Reception to call the PALS Team and one of the Team will come out and discuss your concerns with you.

Outside of these hours you can:

- Use the same number to leave your contact details or leave them with the receptionist. The Team will contact you on the next working day.
- Contact the duty manager via the main hospital switchboard on 0151 708 9988.

## In writing

If you prefer to put your comments or suggestions in writing or make a formal complaint please send them by email: [PALS@lwh.nhs.uk](mailto:PALS@lwh.nhs.uk) or post to:

PALS  
Liverpool Women's NHS Foundation Trust  
Crown Street  
L8 7SS

If you wish to make a formal complaint directly to the Chief Executive Officer (CEO) or if you are not satisfied with the process or outcome following your contact with the PALS Team please write to:

The Chief Executive  
Liverpool Women's NHS Foundation Trust  
Crown Street  
Liverpool  
L8 7SS

It will help if you can tell us:

- Your full name, address and telephone number
- Your preferred method of contact – in writing, telephone or email
- Your patient hospital number (if known)
- The dates of your stay in hospital or outpatient appointment/s
- The ward or department concerned and the names of any relevant personnel
- Details of your complaint

## Questions & Answers

### Will details of my complaint be held on my hospital records?

No. All information and details of complaints are held by the PALS/Patient Experience Team. Your patient hospital notes will not contain any information to indicate that a complaint has been made.

### Do complaints need to be made within a certain time limit?

The Trust will investigate complaints that are made within 12 months of an event. Every effort will be made to address and resolve the concerns received about care before this time but it may not be possible.

### Are complaints treated in confidence?

Yes. The Trust respects patient confidentiality at all times.

### What happens if I make a complaint to the Chief Executive and I am dissatisfied with the response?

The Trust will make every effort to make sure we investigate your concerns thoroughly and answer your questions. If you remain dissatisfied, you may wish to refer your complaint to the Parliamentary Health Service Ombudsman (PHSO). The Ombudsman is not obliged to investigate every complaint, with the decision on any action being entirely at his/her discretion. It should be noted that the Ombudsman would not usually review a case that has not been through the NHS Complaints Procedure, as detailed in this leaflet, or a case that is being handled by solicitors or the courts.

## What do I do if I need help dealing with a concern or a complaint?

If you would like help when making a complaint, The Healthwatch Independent Complaints Advocacy (HICA) would be happy to assist. HICA is an independent organisation which will provide information, advice and support to the public on issues relating to the Health Service. You can contact them at:

Healthwatch Liverpool  
4th Floor, LCVS Building  
151 Dale Street  
Liverpool  
L2 2AH

Call: 0300 77 77 007 between the hours of 09:00 – 17:00 Monday to Friday.

Email: [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk) .

It is recognised that patients do, at times, wish to make a complaint but they may feel too unwell or unable to deal with the matter themselves. In such circumstances, we would be willing to accept a complaint from a close relative, (e.g. husband, wife, son, daughter), friend or advocate on the condition that a written consent, signed by you, is provided stating that you have nominated a named person to act on your behalf in respect of the complaint.

In cases where a patient is incapable of providing consent, a close relative or next of kin may be accepted as the complainant.

## Parliamentary Health Service Ombudsman

11<sup>th</sup> Floor  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033- Monday to Thursday 8.30am to 5.00pm | Friday 8.30am to 12pm

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

This leaflet can be made available in different formats on request. If you would like to make any suggestions or comments about the content of this leaflet, then please contact the Patient Experience Team on 0151 702 4353 or by email at [pals@lwh.nhs.uk](mailto:pals@lwh.nhs.uk)

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Tel: 0151 708 9988

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