

- We will acknowledge your complaint within three working days of receiving it
- You will be advised of the estimated time needed to investigate your complaint and we will ask you what you would like to happen as a result
- If your complaint involves other NHS services or local authorities, we can work together to provide one response if that is what you would like
- The Chief Executive (or their deputy) will write to you to explain the results of the investigation, including any improvements we are going to make if services have been found to be below the expected standard
- If you are unhappy with any aspect of the investigation, you can contact the team again, so we can try to resolve any outstanding problems
- If you remain dissatisfied with the outcome of your complaint, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to look at it. The PHSO is independent and can make final decisions on complaints that have not been resolved by the NHS. This service is free

Contact details:

You can contact us:

If relating to care and treatment at Poole Hospital write to:
Patient Experience Team
University Hospitals Dorset NHS Foundation Trust
Patient Experience Centre
Longfleet Road
Poole
BH15 2JB

E-mail: patientexperienceteam@uhd.nhs.uk
Telephone: 0300 019 8499

If relating to care and treatment at the Royal Bournemouth Hospital or Christchurch Hospital write to:
Complaints Department
University Hospitals Dorset NHS Foundation Trust
Castle Lane East
Bournemouth
BH7 7DW

E-mail: complaintsrבח@uhd.nhs.uk
E-mail: PALS@uhd.nhs.uk
Telephone: 0300 019 4886

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Patient Experience Team

Have your say

Compliments
Comments
Concerns
Complaints

This leaflet explains how you can tell us about your experience of being a patient at University Hospitals Dorset NHS Foundation Trust.

Compliments: It is good to know when we are getting things right, so we can share best practice across the hospital. Compliments or thank you letters are always appreciated by our staff.

Comments: We welcome your views on how we can improve to help drive changes and shape priorities. If you have a suggestion, please share it with a member of staff on the ward or with the PALS and Complaints teams

Questions and concerns: We aim to provide the best possible service, but if we are not doing so well, we want the chance to put it right. Please raise your questions and concerns with the person in charge of your care, such as the doctor, nurse in charge, matron or the head of the department.

Complaints: If you are unhappy with the level of service or care provided and want to make a complaint, the hospital has a procedure and details of this can be found overleaf.

If you would like support to raise your complaint you can contact the Independent Advocacy Service who will assist you free of charge. They can be contacted by e-mail: info@advocacypeople.org.uk or telephone: 0300 440 9000

PALS and Complaints teams

We will:

- Listen to your suggestions for improving service
- Ensure that your compliments and feedback are passed onto the ward or department involved
- Provide advice and support for patients and their carers, family, partners or visitors
- Help to sort out problems on your behalf
- Explain how you can make a complaint and help you through the process
- Provide you with information about NHS services or arrange for you to speak to a member of the clinical team if you have a question about your current treatment
- Assist if you need help with any special requirements for example mobility, visual loss, hearing or communication
- Liaise with the relevant team members if you require a foreign language interpreter or British Sign Language interpreter

Making a complaint

What you should do:

You can make a complaint by phone, email or in writing to the hospital. Alternatively, you can write directly to the Chief Executive.

- You can ask a friend, relative or partner to contact us on your behalf but we must have your permission before we can discuss your personal circumstances or medical care with anyone else
- The complaint should be made within 12 months of the event happening or within 12 months of you becoming aware of the impact of the event
- If you want independent help you can contact The Advocacy People. They offer a free independent and confidential service to help you make a complaint

What you should expect:

- Making a complaint will not affect your care or treatment in any negative way
- Your complaint will not be filed on your medical records
- The information you provide will be held on a database and used for anonymised monitoring purposes only