

Additional Notes

The Royal Bournemouth Hospital,
Castle Lane East, Bournemouth, Dorset, BH7 7DW




Poole Hospital,
Longfleet Road, Poole, Dorset, BH15 2JB

Christchurch Hospital,
Fairmile Road, Christchurch, Dorset, BH23 2JX

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w: www.uhd.nhs.uk

: @UHD_NHS : @UHDDTrust : @uhd_nhs

Have your say


Compliments | Comments | Concerns | Complaints

We aim to provide the excellent care
we would expect for our own families.

However, on occasions you may have
concerns about the level of service
or care provided.

Patient Experience Team
Patient information

w: www.uhd.nhs.uk

: @UHD_NHS : @UHDDTrust : @uhd_nhs

Questions and concerns

You can raise your concerns immediately by speaking to the person in charge of your care (e.g. the doctor, nurse in charge, or head of department). Alternatively, our patient advice and liaison service (PALS) team may be able to resolve your concerns.



For full details of what the PALS team can do for you, please either use this QR link to our webpage, or visit:
www.uhd.nhs.uk/about-us/patient-experience/pals

Making a complaint

What you should do:

Your complaint should be made within 12 months of the event happening, or within 12 months of you becoming aware of the impact.

If you want independent help, you can contact The Advocacy People. Their service is free, independent, and confidential. They can be contacted by

email: **info@theadvocacypeople.org.uk**

or telephone: **0330 440 9000**

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.



For more information regarding this process, please either use this QR link to our webpage, or visit:
www.uhd.nhs.uk/about-us/patient-experience/making-a-complaint

Contact details:

You can contact us:

Patient Experience Team

University Hospitals Dorset NHS Foundation Trust
Patient Experience Centre
Longfleet Road
Poole
BH15 2JB

E-mail: **uhd.patientexperienceteam@nhs.net**

Telephone: **0300 019 8499**