

# Tell us what you think about our services

A guide to making  
comments, compliments  
or complaints



**Barts and The London NHS Trust, including The Royal London, St Bartholomew's (Barts) and The London Chest Hospitals aims to provide excellent care and meet the needs of patients and visitors. We welcome feedback so that we know what works and what improvements need to be made.**



# Compliments, comments, suggestions or making a complaint

If you have any comments or suggestions on how we could improve our services, or wish to give your compliments, please put these on the form in this booklet and hand it to any member of staff. Alternatively you can send your completed form, or write to the **Quality Development Department, 3rd Floor, 9 Prescott Street, London, E1 8PR.**

## Making a complaint

If you are unhappy with our services, please talk to a member of staff and we will do our best to resolve the matter. If you are still dissatisfied you can make a complaint. This leaflet explains how.

Please remember that making a complaint will not in any way affect your care; complaints are confidential. We promise to listen carefully to what you say and do everything we can to help you.

## When should you make your complaint?

Your complaint should be made within twelve months of you realising you have cause to complain.



# Ways to complain



## Face-to-face

Any member of staff will help to deal with your complaint or put you in contact with the most appropriate person.



## By telephone

You can telephone the hospital switchboard on **020 7377 7000** and tell the operator which service you are unhappy with. They will then refer you to the appropriate person.



## In writing

Complete the enclosed form and hand it to any member of staff, or write to the Quality Development Department who will ensure your letter gets to the right person.



## By e-mail

You can e-mail your complaint to:  
[complaints@bartsandthelondon.nhs.uk](mailto:complaints@bartsandthelondon.nhs.uk)

## Through our website

Go to [www.bartsandthelondon.nhs.uk/forpatients/tell\\_us\\_what\\_you\\_think.asp](http://www.bartsandthelondon.nhs.uk/forpatients/tell_us_what_you_think.asp)



**Please note:** If you are making a complaint on behalf of someone else, we will need that person's written consent.



# If you have any comments, complaints, compliments or suggestions about our services – please tell us by filling in this form.

If you would like a personal reply, please fill in your details.

Please detach your completed form and hand it to a member of staff or post it to the Quality Development Department, 3rd Floor, 9 Prescott Street, London E1 8PR.

## Patient details

Name (Mr/Mrs/Ms/Miss)

Hospital No. (If known)

Address

Post Code

Telephone No. (inc. code)

Date of birth        /        /

Email address

## If you are completing this form for somebody else, please give your details below

Name (Mr/Mrs/Ms/Miss)

Address

Post Code

Telephone No. (inc. code)

Email address

Relationship to patient

**Your comments, complaints or suggestions**

A large, empty light green rectangular area intended for user input, occupying most of the page below the header.

## Consent to Investigate

I confirm that I wish Mr/Mrs/Ms/Miss

to act on my behalf and receive all information relevant to my complaint. I understand that information from my health records may need to be disclosed to those involved in dealing with my complaint. I also understand that all information relating to my complaint will be kept completely confidential and will in no way affect my future care.

Signature

Date

**If you are completing this form for someone who is not able to give their informed consent, please complete this section.**

**Please state why the complainant cannot give consent.**

Your relationship to patient

Signature

Date

**The next set of questions allows us to monitor who gives us feedback so we can ensure everyone has equal opportunity to raise issues and concerns. You do not have to complete this section although we would encourage you to. We can assure you that your answers will have no bearing on your right to complain or how your complaint is dealt with.**

### Age

Child (16 or under)

Older adult (65 or above)

Adult (17-64)

I would rather not answer

### Gender

Male

Female

I would rather not answer

## Sexuality

- Gay  Lesbian  Bisexual  
 Heterosexual  I would rather not answer

## Ethnic origin

### Asian or Asian British

- Bangladeshi  
 Indian  
 Pakistani  
 Other Asian background

### Mixed

- White & Asian  
 White & Black African  
 White & Black Caribbean  
 Other mixed background

### Other Ethnic Group Chinese

- Any other ethnic group  
 I would rather not answer

### Black African or Black British

- Caribbean  
 Other Black background

### White

- British  
 Irish  
 Other White background

## Religion or beliefs

- Atheism  Islam  Other  
 Buddhism  Jainism  I would rather not answer  
 Christianity  Judaism  
 Hinduism  Sikhism

## Disability Discrimination Act 1995

Under the terms of the Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'. We welcome complaints from people with disabilities.

## Do you consider yourself to have a disability?

- Yes  No  I would rather not answer

If yes, please give the details

## What happens next?

Think about the outcomes you want as a result of your complaint.

The Governance Co-ordinator will contact you within three working days of receiving your comments to confirm we have them.

If you have complained on someone else's behalf, we will ask that person for permission to liaise with you and to disclose to you any relevant information about their treatment and care.

We will contact you to discuss how you wish your complaint to be handled and negotiate a time scale within which to respond.

We will carry out a full investigation, and may invite you to discuss your complaint in person, or ask you for further information. You will then receive a full response from our Chief Executive.

If there are likely to be any delays with our investigation, we will contact you as soon as possible to explain why. You can always contact your Governance Co-ordinator for an update on the investigation.



## What if you are still unhappy?

If you are not satisfied with our response to your complaint please let us know why and we will do our best to resolve any outstanding issues.

If you are still dissatisfied, you may request an independent review of your complaint by the Health Service Ombudsman, who can be contacted at:

**The Parliamentary and Health Service Ombudsman,  
Millbank Tower  
London  
SW1P 4QP**

**Tel: 0345 015 4033**  
(08.30-17.30, Mon-Fri)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Ombudsman will generally only consider your complaint once you have completed the Trust's complaints procedure and received your final response.

If the Ombudsman is of the opinion that the Trust can do more to resolve your complaint, they will refer your complaint back to the Trust. It is therefore very important to allow the Trust every opportunity to try and resolve your complaint.

## Further help and advice

The following services are also available to help you:

### **Patient Advice and Liaison Service (PALS)**

PALS provides a confidential service and will:

- help to deal with issues and concerns you may have about services we provide
- give you information and advice about NHS services
- listen to your comments and ensure that the Trust learns from your valuable feedback

The PALS office is located in the main reception area on the ground floor of **The Royal London Hospital, London E1 1BB**, and is open from 9:30am to 5:30pm Monday to Thursday and 1:30pm to 5:30pm on Fridays. You can also contact PALS by phone or fax on Tel: **020 7943 1335**, Fax: **020 7377 7361** or by emailing **pals@bartsandthelondon.nhs.uk**

### **Independent Complaints Advocacy Service (ICAS)**

ICAS is independent of the hospital and provides free, confidential support to people wishing to complain about the health service. They will meet with you and liaise with the hospital on your behalf. To speak to an independent advocate, ring **0300 456 2370** or fax **0300 456 2365**.



**If you wish to make a comment, complaint or suggestion and English is not your first language, you can get help from the Health Advocacy Service by telephoning 020 7377 7280**

Bengali

এই ডকুমেন্ট বা প্রমাণপত্রটি অনুবাদে আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে হেল্থ অ্যাডভোকেসি অ্যাডমিনিস্ট্রেটরকে ০২০ ৭৩৭৭ ৭৩২৬ নম্বরে ফোন করুন।

Somali

Haddii aad jeclaan lahayd in lagaa caawiyo turjumidda dukumentigaan, fadlan Maamulaha u Doodidda Caafimaadka ka wac 020 7377 7328.

Turkish

Bu belgenin tercümesiyle ilgili yardıma ihtiyacınız varsa, lütfen Sağlık Savunma Yöneticisini 020 7377 7355 nolu telefondan arayınız.

Vietnamese

Nếu quý vị cần giúp dịch tài liệu này, xin gọi Quản Lý Bảo Vệ Quyền Lợi Sức Khỏe (Health Advocacy Administrator) tại số 020 7377 7319.

Chinese

如果您希望有人为您传译本文件，敬请致电 020 7377 7319，联系保健管理员（Health Advocacy Administrator）。

Barts and The London NHS Trust is committed to being open with its patients. If any problem affects your treatment or care, we aim to be proactive in telling you openly and honestly what has happened, at the earliest opportunity. Where necessary, we will conduct a further investigation and in all cases we will give you information, try to answer your questions and tell you what we are doing to put the matter right. The same applies whether we learn of a problem as it occurs, or from something that you tell us, or from the investigation of a complaint or incident.

### **Data Protection Act 1998**

The Trust processes your personal information for delivery of high quality healthcare. Your health records could also be used for teaching, training, audit and research, which enables us to deliver the best possible care across the Trust. Further information can be found at [www.bartsandthelondon.nhs.uk/forpatients/know\\_your\\_rights.asp](http://www.bartsandthelondon.nhs.uk/forpatients/know_your_rights.asp)

**Author:** Quality Development  
**Contact details:** 020 7480 4857  
**Publication date:** May 2008  
**Updated:** December 2009  
**Reference:** BLT/PTINFO/246

**Barts and The London NHS Trust**  
Switchboard: 020 7377 7000  
[www.bartsandthelondon.nhs.uk](http://www.bartsandthelondon.nhs.uk)