

Easy read

How to make a comment or complaint



We want to know what you think of our hospitals and your hospital care.



We want you to tell us if things went well.



We also want you to tell us if you think we can do things better.

Making a comment



If you want to make a comment, you can speak to hospital staff.



If you are staying in hospital, you can ask to speak to the nurse in charge.



You can say thank you if hospital staff have looked after you well.



You can fill in a **comment card**. Please give this to hospital staff or put it in our comment box.



You can do an **online survey**.
This is when you fill in a form on the computer to tell us what you think.



You can also speak to our **Patient Advice and Liaison Service (PALS)**.

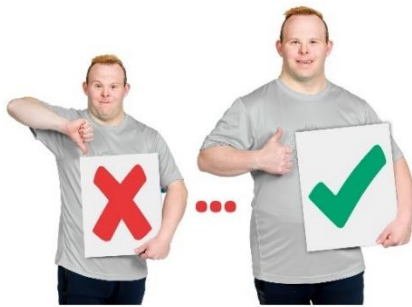
Using PALS



Every hospital has a **PALS** team.
They can:

- answer questions about your hospital visit
- listen to your comments or concerns





- help make things right if there are any problems during your hospital visit



- explain how to make a complaint if you are not happy with your care



We have **PALS** offices

- at the main entrance of St Thomas' Hospital
- on the ground floor of Guy's Hospital

Phone 020 7188 8801

Email gstt.pals-gstt@nhs.net

What to do if you are not happy with your care



We try to give all patients good hospital care.



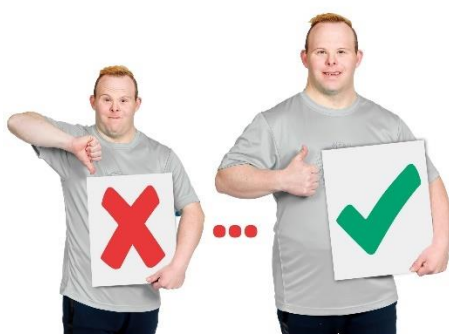
If you are not happy with your care, please talk to hospital staff first. This may solve the problem quickly.



You can ask to speak to the nurse in charge.



If you want to talk to someone else in the hospital, please contact **PALS**.



PALS can speak to the hospital staff for you. They can try to make things right.



You can get free help from an **advocate**. This person can speak up about your care.



An **advocate** can help you

- understand your rights
- tell others your concerns
- make a complaint



If you want help from an **advocate**, you can contact **The Advocacy Project**.

Phone 020 8969 3000

Email

info@advocacyproject.org.uk



A group in your area called **Healthwatch** can also help you speak up about your care.

Website

www.healthwatch.co.uk

Phone 03000 683 000

Email

enquiries@healthwatch.co.uk

Making a complaint



If you are still not happy, you can make a complaint.



It is OK to say something is wrong. You have the right to speak up. Nobody will treat you badly because of this.



There are a few ways to make a complaint. You can call our complaints department on 020 7188 3514.



You can email gstt.complaints@nhs.net

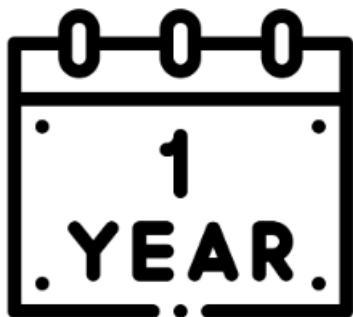


You can write to

Complaints department
Guy's Hospital
Great Maze Pond
London SE1 9RT



You can also fill in a form on
our website.



You need to make your
complaint

- as soon as you can
- within 1 year of what happened

What to include in your complaint



When you make your
complaint, please include

- as much information as you can



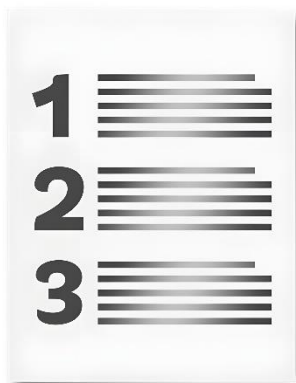
- your name



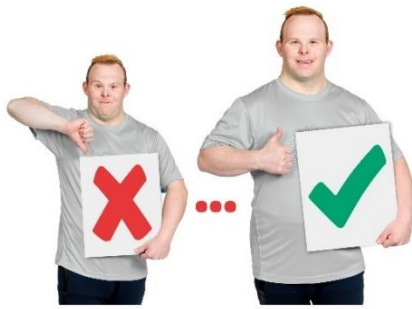
- your address



- your hospital number, which you can find on a hospital letter



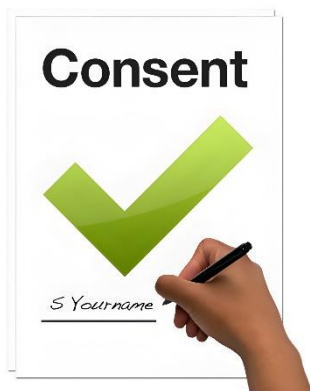
You can list your concerns.



You can say how you think we should make things better.



You can ask a family member or friend to make a complaint for you.



If you do this, we will ask you to sign a **consent form**. The form says you want your family member or friend to help with the complaint.

What happens next



We tell you we got your complaint in 3 working days.



We may call you to make sure we understand the problem.



We could also email you to check your concerns.



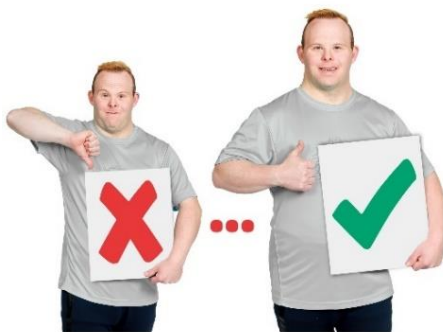
We tell you how long it is likely to take to look at your complaint.



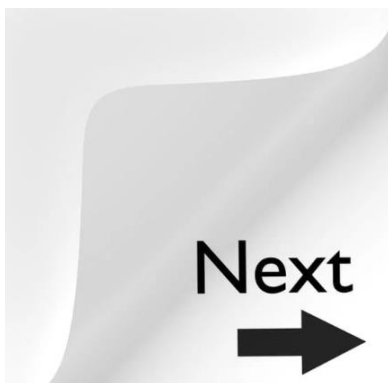
If it takes longer than we thought, we will tell you.



When we have looked at your complaint, we write to you and say what we think.



If we think you are right, we will say how we will make things better.



If you feel that the problem has not been fixed, please contact **PALS**. They can tell you what to do next.

Speak to someone



If you are worried or have questions you can speak to our **Patient Advice and Liaison Service (PALS)**.



Call us on 020 7188 8801



Email gstt.pals-gstt@nhs.net