



Patient Support and Complaints Team

How can we help?



Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Above + Beyond 
For Patients. For Health. For Bristol.

Comments, suggestions, raising a concern or making a complaint

If you are dissatisfied with your care or have concerns, please tell a member of staff on the ward, clinic, or department and they will do their best to help you there and then. Misunderstandings can happen – it may be something that can be sorted out for you very quickly.

However, if you have tried this and you're not satisfied, ask to speak to the nurse in charge or the department/clinic manager at the time. If you do not want to discuss your feelings with the staff or manager, or if you have tried this and you still feel unhappy with the response you have received, you can ask to see a member of the Patient Support and Complaints Team.

The team is able to assist with problems and can speak with staff on your behalf. We can provide:

- Non-clinical information and advice
- A contact point for patients who wish to make suggestions about how services can be improved
- Support for patients and their relatives/carers, including signposting to other appropriate services and/or organisations
- Complaints management.

You can visit our office in the Welcome Centre at the front of the Bristol Royal Infirmary (BRI) or phone us on **0117 342 1050**. We have an answer service out of hours or when the department is busy.

How you can help us to respond efficiently

It will be helpful to have the following information available when you contact us:

- Patient details (name, address, date of birth, telephone number and hospital number if known)
- your contact details if they are different to the patient's
- the ward/department/hospital site that the concern or query relates to
- as much information as possible about the concern or query you wish to tell us about.

It is also very helpful if you can let us know what your desired outcome is. **What would you like to happen as a result of raising this issue?**

If you decide to make a complaint

There are a number of different ways that you can make a complaint:

1. Telephone the Patient Support and Complaints Team on **0117 342 1050**
2. Call in to see a member of our team at our office in the Welcome Centre at the front of the BRI.
3. Email us at: psct@uhbristol.nhs.uk
4. Write to: Mr Robert Woolley, Chief Executive, University Hospitals Bristol NHS Foundation Trust, Trust Headquarters, Marlborough Street, Bristol, BS1 3NU
5. Complete the complaint form attached to this leaflet and send it to the Chief Executive at the address shown above.

Complaint form

Date complaint form completed:

Date of incident / event:

Brief details of complaint
(we will contact you if further
information is required):

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Name of person making complaint:	
Address of person making complaint:	
Telephone of person making complaint:	
Email address:	
Name / address of patient if different:	
Telephone number of patient:	
Relationship to patient (if relevant):	
Date of birth of patient:	
Ethnicity of patient:	
Consultant / specialist of patient:	
Hospital / Ward / Department:	

What happens next?

All complaints and enquiries are recorded so that our performance in responding to complaints can be measured, lessons can be learned and services improved for the benefit of all our patients and staff.

If you make a complaint, we will ask you to confirm the issues that you would like us to investigate and the way you would like the trust to reply to you. For example, you might prefer a telephone call, a meeting with senior staff, or a formal response letter. This is your choice.

We will:

- Acknowledge receipt of your complaint within three working days
- Discuss with you how you would like to take your complaint forward and agree a timescale by which we will respond
- Provide you with an information leaflet giving you details of your local independent complaints advocacy service - this will explain who to contact if you feel you would like someone from an independent organisation to help you with your complaint
- Investigate the issues you have raised and respond to your concerns within the agreed timescale
- If you remain dissatisfied, we will continue to discuss your concerns with you, with the assistance of independent advice and advocacy if necessary.

Parliamentary and Health Service Ombudsman

If for any reason you feel that the trust has not dealt with your complaint adequately or appropriately, you have the right to seek advice from the Parliamentary and Health Service Ombudsman for England (PHSO).

The PHSO carries out independent investigations into complaints made by people who are unhappy with the treatment or service that has been provided to them through the NHS.

The PHSO's helpline is: 0345 015 4033.

Please note that the PHSO's office will usually only consider investigating a complaint if it is satisfied that the trust has been given sufficient opportunity to investigate and respond to any issues that have been raised.

We welcome your opinions

Please be assured that your care will not be affected because you are voicing your concerns. We view every comment or complaint as an opportunity to improve our services.

We want to get to the bottom of the issues you are raising, to make things better for you if we possibly can, and to learn any lessons to help us care for other patients in the future.

**Thank you for taking the time
to make us aware of your views**

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit:

www.uhbristol.nhs.uk/research-innovation
or call the research and innovation team on
0117 342 0233.

For access to other patient leaflets and information please go to the following address:

www.uhbristol.nhs.uk/patients-and-visitors/information-for-patients/

Hospital Switchboard: 0117 923 0000



Minicom: 0117 934 9869



www.uhbristol.nhs.uk



For an Interpreter or Signer please contact the telephone number on your appointment letter.



For this leaflet in Large Print, Braille, Audio, or Email, please call the Patient Information Service:
0117 342 3728 / 3725

