



Kooxda Taageerida iyo Cabashada Bukaanka Sidee kuu caawin karnaa?



Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

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

Faalloyin, taloyin, ka hadalka dhibaatoyn ama samaynta cabasho

Haddii aadan ku qanacsanayn xannaanadaada ama welwel qabtid, fadlan u sheeg xubin ka mid ah shaqaalaha joogo waaxda, isbitaalka ama kilinikada, waxayna samayn doonaan wixii suurtogal ah si ay halkaas kugu caawiyaan. Is-fahan la'aan ayaa dhici karo – waxaana suurtogal ah in si deg-deg ah loo xalliyo.

Hasee-yeeshe, haddii aad kani tijaabisey iyo weli qanacsaneen, weydii inaad la hadasho kaaliyaha caafimaad ee mas'uulka ah ama maareeyaha waaxda/kilinikada. Haddii aadan rabin inaad dareenkaaga/ra'yigaaga u sheegto shaqaalaha ama maareeyaha, ama haddii aad kani isku tijaabisey iyo weli aadan ku faraxsaneen jawaabta aad heshey, waxaad codsan kartaa inaad la hadasho xubin ka mid ah Kooxda Taageerida iyo Cabashada Bukaanka (Patient Support and Complaints Team).

Kooxdaan waxuu awoodaa inuu kugu caawiyo dhibaatooyinka iyo waxay la hadli karaan shaqaalaha. Waxaan ku siin karnaa:

- o Talo iyo macluumaad aan caafimaad ahayn
- o Goob ay bukaanada la xiriiri karaan sidii ay faallo uu sameeyaan si adeegyada loo wanaajiyo
- o Taageerida bukaanada iyo qoyskooda/xannaaneyahooda, ay ku jirto tilmaamaha qoran ee adeegyada iyo/ama ururyada habboon
- o Maamulka cabashoyinka.

Waxaad u booqan kartaa xafiiskeena Xarunta soo Dhaweynta (Welcome Centre) ee ka soo horjeedo isbitaalka Bristol Royal Infirmary (BRI) ama telefoon u soo dir **0117 342 1050**. Waxaan qabnaa adeeg farriimo lagu dhaafi karo saacadaha uu xafiiska xiran yahay ama markuu mashquulsan yahay.

Sida aad nagu caawin kartid inaan si waxtar leh u jawaabno

Waxaa caawinaad leh haddii macluumaadkaan diyaariso markaad nala soo xiriireyso:

- Faah-faahinta bukaanka (magaca, cinwaanka, taariikhda dhalashada, lambarka telefoonka iyo lambarka isbitaalka haddii aad taqaano)
- Faah-faahintaada xiriirka haddii ay ka duwan yihiin midka bukaanka
- Waaxda/qaybta isbitaalka uu weydiimaha ama wel-welka ku saabsan yahay
- Macluumaadka ugu badan ee ku saabsan welwelka ama weydiimaha aad rabtid inaad inoo sheegto.

Caawinaad ayuu leeyahay haddii aad inoo sheegto naatiijada aad rabtid inaad hesho. **Maxaa jeceshahay in la sameeyo kadib markaad cabashadaan sameyso?**

Haddii aad go'aamiso inaad cabasho sameyso

Waxaa jiro dhowr jeer aad cabasho ku samayn kartid:

Patient Support and Complaints Team ka wac **0117 342 1050**

Imow xafiiskeena Welcome Centre ee ka soo horjeedo BRI si aad la kullanto xubin ka mid ah kooxdeena.

Email u soo dir: psct@uhbristol.nhs.uk

Warqad u soo dir: Mr Robert Woolley, Chief Executive, University Hospitals Bristol NHS Foundation Trust, Trust Headquarters, Marlborough Street, Bristol, BS1 3NU

Soo buuxi foomka cabashada ku lifaaqan xaashidaan yar iyo u soo dir Guddoomiyaha Sare cinwaanka kor ku xusan.

Foomka Cabashada

Taariikhda la soo buuxiyey
foomka cabashada:

Taariikhda shilka/dhacdada:

Faah-faahin gaabaan ee cabashada
(annaga ayaa kula soo xiriiri
doono haddii aan u baahannahay
macluumaad dheeraad ah):

This image shows a blank sheet of primary-ruled paper. It features ten vertical dotted lines spaced evenly across the page, which serve as guides for letter height. A single solid horizontal line runs along the bottom edge of the page, acting as a baseline for writing. The rest of the page is white and unruled.

	
Magaca qofka cabashada sameeyey:	
Cinwaanka qofka cabashada sameeyey:	
Telefoonka qofka cabashada sameeyey:	
Emailka:	
Magaca / cinwaanka bukaanka haddii uu ka duwan yahay:	
Lambarka telefoonka bukaanka:	
Xiriirka lala leeyahay bukaanka (haddii uu khuseeyo):	
Taariikhda dhalashada bukaanka:	
Asalka jinsiyeed ee bukaanka:	
Takhtarka khabiirka bukaanka:	
Isbitaalka/Waaxda/Qaybta:	

Maxaa dhacaayo oo xiga?

Dhammaan cabashoyinka iyo weydiimaha waa la diiwangeliya sidii loo cabbiro hawl-fulinteena ka jawaabida cabashooyinka, casharo laga barto iyo adeegyada loo wanaajiyo si ay u faa'iidaan dhammaan bukaanadeena iyo shaqaalaha.

Haddii aad cabasho sameyso, waxaan kaa codsan doonnaa inaad xaqiijiso arrinta aad rabtid in la baaro iyo habka aad rabtid in ururka kuu jawaabo. Tusaale ahaan, waxaad ka jeclaan kartaa wicitaan telefoon, inaad la kullanto shaqaale sare, ama warqad jawaab rasmi ah. Kani waa xulushadaada.

Waxaan:

- Qiri doonnaa inaan helney cabashadaada seddax maalmood shaqo gudaheeda
- Kaala hadli doonnaa sida aad rabtid inaan u socodsiinno cabashadaada iyo waxaan kula heshiin doonnaa inta ay ku qaadan doonto ka jawaabida cabashadaada
- Ku siin doonnaa xaashi warbixineed oo ku siinaayo faah-faahinta adeegga talo siinta cabashoyinka madaxbannaan ee xaafaddaada – kani wuxuu kuu macneyn doonnaa qofka aad la xiriiri doontid haddii aad rabtid in qof ka socdo urur madaxbannaan kugu caawiyo cabashada
- Baari doonnaa waxyaabaha aad ka cabatey iyo waxaan ku jawaabi doonnaa waqtiga aan ku heshiiney gudaheeda
- Haddii aad weli ku qanacsaneen natiijada cabashada, waxaan sii wadi doonnaa inaan xallino cabashadaada ayadoo nagu garabsiinaayo urur talo-bixin madaxbannaan, haddii loo baahdo.

Sarkaalka Madaxbannaan ee Baarlamaanka iyo Adeegga Caafimaadka

Haddii sabab walba ha noqotee aad u maleyso in ururka caafimaadka uusan cabashadaada u xallinin si macquul ah iyo habboon, waxaad xaq u leedahay inaad talo ka raadsato Sarkaalka Madaxbannaan ee Baarlamaanka iyo Adeegga Caafimaadka Ingiriiska (Parliamentary and Health Service Ombudsman for England (PHSO)).

PHSO wuxuu baaritaanyo madaxbannaan ka sameeyaa dadka aan ku faraxsaneyn daaweyntooda ama adeegga ay ka heleen NHS.

Khadka caawinta PHSO waa: 0345 015 4033.

Fadlan ogow in xafiiska PHSO tixgelin doono inuu baaro kaliya cabashoyinka haddii uu ku qanacsan yahay in ururka laga cawdey la siiyey waqti ku filan ay ku baaran iyo ka jawaabaan cabashada la sameeyey.

Waxaan soo dhaweynaynaa ra'yigaaga

Fadlan ogow in cabashadaada uusan saamayn ku yeelan doonin xannaanada aad hesho. Waxaan faallo iyo cabasho walba u aragna sida fursad aan ku wanaajino adeegyadeena.

Waxaan rabnaa inaan xallino dhibaatooyinka aad ka cabatey, inaan xaaladda kuu wanaajinno, iyo inaan barano wixii casharo ah sidii mustaqbalka si ka fiican uu xannaaneyno bukaanada.

**Waad mahadsan tahay inaad waqti u qaadatey
si aad inoo sheegto ra'yigaaga**

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

