

How to make a comment, make a complaint or express your appreciation

How to tell us about a concern, make a complaint or express your appreciation

Here at the Mid Yorkshire Hospitals NHS Trust we are committed to providing high quality healthcare for our patients. You have a right to a first class service. However, sometimes there are misunderstandings or things go wrong. When this happens you have the right to tell us of your concerns or complain.

When you contact us to give your valuable feedback this will be used to help improve our services. We understand that you are in the best position to tell us where systems are not working, could run more smoothly or indeed when you feel we have looked after you well.

All information given is confidential. Be assured that expressing your concerns will in no way adversely affect the care and treatment provided.

What should I do if I have a concern?

Many problems can be resolved as soon as you feel unhappy so please come and talk to us. For example, speak to the ward manager or Matron if you are an in-patient, or the doctor or receptionist if you are attending an out-patient clinic. We know that many problems are due to lack of information or a breakdown in communication. Our staff will make every effort to help to resolve your worries straight away.

How do I express my appreciation?

When you are happy with the service you have received we would also like to know, as this positive feedback tells us when our systems are efficient and delivering a high quality service. You can do this by contacting our Patient Advice and Liaison Service (PALS) team who will ensure that your kind words reach the individual or team you mention. It always means a great deal to our staff to receive compliments.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service are here to help if you remain concerned after speaking to a member of staff. The PALS team aim to support you by:

- Being available to see you in person, speak on the telephone or receive an email.
- Liaising with departments to resolve problems quickly and efficiently.
- Offer advice to support patients and carers on healthcare issues.
- Listening to concerns and ensuring these are passed on in order to be taken on board.
- Ensuring that any kind words of appreciation reach the relevant members of staff.
- Protecting your information and maintaining patient confidentiality.

The PALS team is situated at Pinderfields Hospital, next to General Office, Gate 14a, Level B and can be contacted on 01924 542972 or email

myh-tr.palsmidyorks@nhs.net

The PALS office is available on the telephone from 9 am and 4:30 pm, Monday to Friday (excluding bank holidays). A drop in service runs between 9:30 am to 11:30 am and 1:00 pm to 4:00 pm Monday to Friday (excluding bank holidays), offering the opportunity to talk to the team without the need for an appointment.

Making a formal complaint

We know that there are times when problems cannot be resolved by the PALS Team and when this is the case we are happy to help you make a formal complaint. There is a time limit to making a formal complaint. We ask you to make your complaint within a year of the event or becoming aware of a problem.

The PALS Team is available to explain how to make a formal complaint but there are several ways for you to do this:

- In writing
- In person
- By email

If you are writing to us our address is:

The Patient Liaison Team
Pinderfields Hospital
Gate 14a, Level B
Aberford Road
Wakefield
WF1 4DG

Tel: 01924 542972

Email: myh-tr.palsmidyorks@nhs.net

Please ensure that you provide as much information as possible and include your name and address.

What will happen next?

- We will acknowledge receipt of your complaint within three working days.
- We will allocate your complaint to an investigating team within the responsible Division(s).
- A full, open and honest investigation will be undertaken.
- A complaint can sometimes trigger a serious incident investigation if it brings to light problems in the care that were not previously known about. However, if both the complaint and serious incident investigation are looking at similar issues, the complaint will be closed or put on hold until the serious incident investigation is complete.
- We will provide a written response detailing the results of the investigation in full within 30 working days from the receipt of your complaint.
- We will contact you if there is a reason that we will need more time and agree an extension to our response time. We will make sure you are kept up to date.

What if I am making a complaint on behalf of someone else?

If you are making a complaint on behalf of a patient we require their consent. In a situation where the patient is younger than sixteen years of age we require the consent of their parent or guardian.

If the patient does not have the capacity to consent or is deceased we require this from their next of kin.

In order for us to gain consent a form will be sent out with acknowledgement of receipt of your complaint and we ask that this is completed and sent back to us.

What is the next step if I am not happy with my response?

We know that sometimes further questions arise following receipt of the response, or it may be that you have remaining concerns. In this situation we ask that you contact us within two months of receipt of the response and tell us how we can help further. You may be given an opportunity to come along to discuss the response or we can provide a further written response.

Following the conclusion of this process if you remain dissatisfied you have the right to contact the Parliamentary and Health Service Ombudsman (PHSO) to review your case. The PHSO is completely independent to the NHS.

Contact details for the Parliamentary and Health Service Ombudsman

Website: www.ombudsman.org.uk/make-a-complaint

Tel: 0345 015 4033 (8.30am to 5.30pm, Monday to Friday)

Email: phso.enquiries@ombudsman.org.uk

If you need help to make your complaint

No one should be prevented from making a complaint because they feel the process is too complicated or that they won't get the support they require. Independent advocacy services are a free and independent service. They are there to help and can provide help or assistance when making a complaint. They can be contacted as follows:

For Wakefield patients, please contact:

Healthwatch Wakefield

Tel: 01924 787379

Email: enquiries@healthwatchwakefield.co.uk

For Kirklees patients, please contact:

Advocacy Kirklees

Tel: 01924 460211

Email: Advocacy@touchstonesupport.org.uk

For Leeds patients, please contact:

Leeds Independent Health Complaints Advocacy (LIHCA)

Tel: 0113 244 0606

Email: lihca@advonet.org.uk

For Bradford patients, please contact:

Independent Complaints Advocacy Team

Tel: 01274 750784

Email: icat@bamhag.org.uk

Cloverleaf Advocacy

<https://www.cloverleaf-advocacy.co.uk/>

Alternatively the Independent Complaints Advocacy Services (ICAS) will be happy to help. The Yorkshire and Humberside ICAS can be contacted on: 0845 1203734.

Access to Records

Should you wish to request access to or copies of your medical records, a child's medical records (if you are the parent or guardian), or medical records of a deceased patient, details of the Access to Records team are as follows:

Access to Records Manager
Access to Records Department
The Mid Yorkshire Hospitals NHS Trust
Pinderfields Hospital
Aberford Road
Wakefield
WF1 4DG
Tel: 01924 543697 or 01924 543700
Email: accesstorecords@midyorks.nhs.uk

We are committed to providing high quality care. If you have a suggestion, comment, complaint or appreciation about the care you have received, or if you need this leaflet in another format please contact the Patient Advice and Liaison Service on: **01924 542972** or email: myh-tr.palmsidyorks@nhs.net

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Dewsbury and District Hospital
Halifax Road, Dewsbury WF13 4HS

Pinderfields Hospital
Aberford Road, Wakefield WF1 4DG

Pontefract Hospital
Friarwood Lane, Pontefract WF8 1PL

 01924 541000

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