

Patient Information and Liaison Service (PILS)

- compliments, comments, concerns and complaints

Information for people using services at
Leicester's Hospitals

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Introduction

This leaflet explains how you can make a compliment, raise a concern or a complaint about any aspect of the University Hospitals of Leicester NHS Trust (UHL) services.

“Thank you for choosing to tell us about your experience at Leicester’s Hospitals and for giving us the opportunity to respond. Feedback is essential to help us improve patient care.”

Richard Mitchell, Chief Executive

How to give your feedback

- Ask to speak to the nurse in charge or manager of the ward or department. If you want to raise a concern outside of normal working hours, please ask for the on-call manager.
- Fill in a paper patient experience feedback form in the ward areas. These are also available in easy read format and several languages; please ask staff for these.
- Fill in a Family, Carers and Friends feedback form.
- Fill in the patient experience survey using the electronic devices found at all 3 hospital receptions and outpatient areas. These give the same choices as the paper surveys.
- Complete a Message to Matron card available in the ward areas.
- Respond to the request for feedback via text message, should you have received this, for outpatient areas.
- Complete a feedback survey via our website: <https://www.leicestershospitals.nhs.uk/patients/thinking-of-choosing-us/patient-experience/>

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Compliments and comments

It is always good to know when we are getting things right. We would also like to know if you think we should be giving a better service. Please leave feedback with the manager of the service or contact the Patient Information and Liaison Service (PILS).

Complaints and concerns

We treat all concerns and complaints seriously and aim to deal with them as quickly and fully as we can. Making a complaint will not affect your further care or treatment at Leicester's Hospitals.

Talk it through

The first thing you should do if you feel able to do so, is to talk to a member of staff at the place the care or service was given to try and sort things out.

If you would rather talk to someone outside the service, or if your concerns have not been dealt with, you can contact the Patient Information and Liaison Service (PILS). Please note that PILS do not attend the clinical areas to discuss your complaint in person as we are not an advocacy service.

How do I make a complaint?

If your concerns have not been dealt with, or you do not feel able to speak directly with staff, you can contact the PILS team who are open Monday to Friday (not bank holidays), from 10am to 4pm, in the following ways:

- By post or in person: Patient Information and Liaison Service (PILS)
University Hospitals of Leicester NHS Trust
The Firs
Glenfield Hospital
Groby Road
Leicester LE3 9QP
- By phone (free phone): **08081 788 337**
- By email: pils@uhl-tr.nhs.uk
- By our online contact form: <https://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/>

If you make a complaint directly to the Chief Executive's office, this will be managed by PILS on behalf of the Chief Executive.

If you want to make a complaint please do so as soon as you can, ideally within 12 months, as this will make it easier for us to investigate and respond to your concerns.

If you are complaining on behalf of a friend or relative, we will need their consent before we can give out any personal health information to you. To get their consent we will need to share details of the complaint with them. It would help us if you can let us know when you make the complaint, that you are happy for us to share this with your friend or relative.

To help us investigate your complaint please give us as much information as you can about the situation. Please include your name, address, how you want to be contacted and how you would like us to put things right.

Support in making a complaint

You can have someone to help you with the complaints process. It can be a friend, relative or other person (advocate).

People who wish to complain about the care and/or treatment they receive from the NHS in England can use free, independent and confidential advocacy services to help them make their complaint.

POhWER is an organisation which provide NHS complaints advocacy services in England. They are a free and independent service that can give you advice and support about making complaints. They will not pass on any information discussed without your permission. They can be contacted as below:

NHS Complaints Advocacy (POhWER)

Post: PO Box 14043, Birmingham B6 9BL
 Telephone: 0300 456 2370
 Minicom: 0300 456 2364
 E-mail: pohwer@pohwer.net
 Website: www.pohwer.net/

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
 على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk