



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Your Experience Matters

How to say thank you, make a comment, get an answer to a concern or make a formal complaint

Listening to your feedback

At York and Scarborough Teaching Hospitals NHS Foundation Trust we aim to provide safe, effective healthcare. Your feedback helps us improve the quality of our care and your overall experience.

Most NHS care and treatment goes well. If you have received excellent care or had a particularly good experience, please let us know.

However, things can sometimes go wrong. If you are unhappy with your care or the service you have received, it is important to let us know so we can improve our services.

How to give feedback about the care you have received

- You can speak directly to a member of staff such as the ward sister, matron, or community nurse.
- You can give feedback, good and bad, by filling in a comment card. Please ask a member of staff for more details.
- You can contact our Patient Advice and Liaison Service (PALS).
- You can contact Care Opinion
<https://www.careopinion.org.uk/youropinion>.
[Accessed October 2022]

All your comments will be shared with the staff involved in your care so that we can recognise good practice and improve our services. All information will be treated confidentially.

You may wish to nominate a member of staff for a Star Award, which recognises the achievement of staff who have made a difference by doing something extra in their everyday work for patients, visitors or colleagues. Please visit www.yorkhospitals.nhs.uk/staraward.
[Accessed October 2022]

I do not want to complain but I want something to be done

If you are unhappy with any aspect of your care, please try and discuss your concerns early on with a member of staff from the relevant service (e.g. one of the doctors, nurses or other staff caring for you). Often they can resolve the issue quickly or provide you with information or advice to help you decide what to do.

PALS

In some cases you may feel more comfortable speaking to someone not directly involved in your care.

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. They can listen to feedback (positive or negative), help you get answers to your questions and liaise on your behalf to help resolve any concerns about our services.

Please note that the PALS team cannot investigate care provided by another organisation, offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS cannot help you they will direct you to other sources of help.

What if I want to make a complaint?

You can complain in writing, by email or by speaking directly to a member of staff such as the ward sister, matron or community nurse. Alternatively, you can contact our complaints team directly.

You can also contact PALS and an adviser will be happy to give you help and advice if you are unsure whether or how to complain.

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain. A family member, carer, friend, or your local MP can complain on your behalf with your permission.

If you are acting on behalf of a patient we will need to ask the patient for their consent.

What can I expect if I complain?

- Acknowledgement of your complaint within three working days.
- A formal investigation of your complaint.
- To be kept informed of progress and provided with a full response.
- Reassurance that your care and treatment will not be affected as a result of making a complaint.
- An opportunity to discuss your complaint with the lead investigator.
- To be informed of any appropriate actions resulting from your complaint.

Can I get help to make my complaint?

Yes, support is available from your local advocacy service. A complaints advocate is independent of the NHS and can offer practical support such as help with writing letters, attending a meeting with you and explaining the options available to you.

This service is free to anyone making a complaint about their NHS treatment or care.

York Advocacy (on behalf of City of York Council):
01904 414357
www.yorkadvocacy.org.uk
[Accessed October 2022]

Cloverleaf Advocacy (on behalf of North Yorkshire County Council):
0300 012 4212
www.cloverleaf-advocacy.co.uk
[Accessed October 2022]

East Riding of Yorkshire Independent Complaints Advocacy (on behalf of East Riding of Yorkshire Council):
0808 802 3000
www.carersfederation.co.uk
[Accessed October 2022]

Healthwatch

If you would like to share your views about local health services, you can also contact Healthwatch.

Healthwatch York

www.healthwatchyork.co.uk

[Accessed October 2022]

Healthwatch North Yorkshire

www.healthwatchnorthyorkshire.co.uk

[Accessed October 2022]

Healthwatch East Riding of Yorkshire

www.healthwatcheastridingofyorkshire.co.uk

[Accessed October 2022]

If you are unhappy with the outcome of your complaint

We hope our response will resolve your issues. If you have any questions at this stage, you will be able to contact the person who carried out the investigation. If, after this, you are still not satisfied with our handling of your complaint, you have the right to refer your case to the Parliamentary and Health Service Ombudsman (PHSO), which makes final decisions on unresolved complaints about the NHS in England. It is an independent service, which is free for everyone to use.

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
www.ombudsman.org.uk [Accessed October 2022]
phso.enquiries@ombudsman.org.uk
0345 015 4033
(Monday-Friday 8:30-5:30)

How to contact the Patient Experience Team

You can write to us at:

Patient Experience Team

York and Scarborough Teaching Hospitals NHS
Foundation Trust

York Hospital, Wigginton Road, York, YO31 8HE

You can contact us at:

PALS

Telephone: 01904 726262

Email: pals@york.nhs.uk

Online form: York Teaching Hospital NHS Foundation
Trust - PALS form (yorkhospitals.nhs.uk)

Complaints

Telephone: 01904 725137

Email: complaints@york.nhs.uk

Online form: York and Scarborough Teaching Hospitals
NHS Foundation Trust - Make a complaint form
(yorkhospitals.nhs.uk)

We are open Monday – Friday, 08.30 – 16.30 and an
answerphone is available at busy periods and out of
hours.

Further information about our service can be found on
the Trust website:

<https://www.yorkhospitals.nhs.uk/contact-us/patient-experience/> [Accessed October 2022]

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: access@york.nhs.uk

Author	Patient Experience Project Manager
Owner	Patient Experience Team
Date first issued	February 2015
Review Date	April 2024
Version	6 (issued November 2022)
Approved by	Patient Experience Team
Document Reference	PIL 919 v6

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