

Raising a concern

What should I do if I have a concern?

Speak to staff

If you have a concern you should request to speak to the person in charge of where you, a friend or relative is being seen or treated. They will try to solve the problem straight away, and would want to know if something is worrying you or a loved one.

If the person in charge is not available or if your concern arises out of hours in hospital, you can contact the hospital switchboard on **01253 300 000** and ask for the matron on duty. If your concern relates to a community practice, please contact the practice directly or Health Watch on **03000 683 000**.

Approach the Patient Relations Team

If you are not happy speaking to staff about your concern, you can speak to the Patient Relations Team. They will liaise with the health professionals on your behalf and work with you to resolve your issue, even supporting you in meetings with staff if required.

The team are located in the main entrance foyer of Blackpool Victoria Hospital and are



open from 10am to 4pm excluding weekends and bank holidays. They operate a drop in service so no

appointment is necessary. Please ring the bell and a member of the team will speak with you.

They can also be reached by telephone on **01253 955 588/89** or e-mail:

patient.relations@bfwhospitals.nhs.uk

Our Four Values:

People Centred

Positive

Compassion

Excellence

Raising a complaint

How do I register a complaint?

To register a formal complaint about the Trust, you must put it in writing to the Chief Executive within 12 months of the event occurring. You should bullet point the main issues you wish us to investigate and what you want to happen as a result of your complaint.

Your complaint should be e-mailed to: complaints@bfwhospitals.nhs.uk

Or posted to: **The Chief Executive, Blackpool Teaching Hospitals NHS Foundation Trust, Trust Headquarters, Whinney Heys Road, Blackpool Victoria Hospital, Blackpool, FY3 8NR.**

Please note if you are not the patient written consent will be required from the patient. If the patient is deceased proof of representation is required i.e. a copy of a will.

How can I get help with my complaint?

If you require assistance and support with your complaint you can contact your local advocacy support service. If you are a Blackpool resident please contact Empowerment on **01253 477 959**. For other areas please contact the N-Compass Advocacy Service on **03450 138 208**.

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

Policy Co-ordinator/Archivist 01253 953397.



Approved by:
Date of Publication:
Reference No:
Author:
Review Date:

Clinical Improvement (CA)
03/12/2014
PL/790 (v2)
Eleanor Walsh
01/12/2015

Our Four Values:

People Centred

Positive

Compassion

Excellence

What will happen after my complaint is sent?

Once the Trust receives your complaint it will be acknowledged within 3 working days. You will be given the option of how you want your complaint responded to, either in person with senior members of staff or in writing.

If you choose a written response the Chief Executive will write to you once the investigation is completed. This is usually within 25 working days but may be extended to 35 working days depending on the complexity of your complaint.

Who can I speak to about my complaint?

You can contact the Patient Relations Team if you have any questions about the complaint process or for an update on your complaint investigation on **01253 955 588/89**.

What if I'm not happy with my complaint response?

If you feel the Trust has not resolved the complaint to your satisfaction, you can write back to the Chief Executive listing the issues you require further clarification on.

Or if you feel that the Trust has exhausted all possibilities of assisting you in this matter; you have the right to refer your complaint to the Parliamentary and Health Service Ombudsman who are independent of the NHS. You can contact the Ombudsman on **0345 015 4033** or e-mail: phso.enquiries@ombudsman.org.uk