



**Blackpool Teaching
Hospitals**
NHS Foundation Trust









Giving Feedback and Raising a Concern

Tell us what you think...



Sharing your thoughts with us

Get in touch with the **Patient Experience Team**:

Online		
	Email:	bfwh.patientexperienceteam@nhs.net
	Web:	https://www.bfwh.nhs.uk/patients-and-visitors/patient-experience/
	Facebook:	fb.com/PatientExperienceBTH
	Twitter:	@BpIPatient_Exp
Comments can also be shared publicly on the Care Opinion website : careopinion.org.uk		
In writing		
	Post:	Chief Executive, Blackpool Teaching Hospitals NHS Foundation Trust, Blackpool Victoria Hospital, 2nd Floor Main Entrance, FY3 8NR
	Survey:	Friends and Family Test surveys (ask a member of staff)

Do you have concerns or general enquiries?

Get in touch with the **Patient Relations Team**:

By telephone		
	Leave a message with Patient Relations Team voicemail on: (01253) 955 588 or 955 589	
Online		
	Email:	bfwh.patientrelations@nhs.net

I don't want to complain, but...

How do I make a formal complaint?

You should always request to speak to the Service Manager if you have concerns about your community care, or the Ward Manager or matron if you are in Hospital. For out of hours concerns please call your GP practice or the Hospital switchboard on **01253 300000** and ask for the Matron on duty.

If you cannot resolve the matter with the staff from the service, please contact the Patient Relations Team for help and advice on 01253 95 5588/89 or e-mail bfwh.complaints@nhs.net.

To submit a formal complaint you must ensure you:

- Put it in writing or e-mail within 12 months of the incident.
- Clearly bullet point the questions you wish to be investigated.
- If you are complaining on someone else's behalf please include their written consent. If they are deceased send 'proof of representation' (for example a copy of the Will naming you as the Legal Executor, or a Grant or Probate) and post it to Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR.







What happens next?

- We will acknowledge receipt within three days
- You may be offered a meeting with senior staff
- We will investigate and respond within 25-40 working days, depending on the complexity of your complaint
- If you're unhappy with our response, let us know in writing or e-mail in the addresses listed above, highlighting which aspects require more information or clarification.

Additional advice and support




Who else can help me with my complaint?

If you need help with making a complaint, advice and support is available from the Hospital and independent organisations:

Patient Relations Team		
See contact details on inner page of this leaflet		
Blackpool Advocacy Hub		
	Web:	blackpooladvocacyhub.org.uk/contact
	Email:	info@blackpooladvocacyhub.org.uk
	Phone:	0300 323 0251
Advocacy Focus		
	Web:	advocacyfocus.org.uk
	Email:	admin@advocacyfocus.org.uk
	Phone:	0300 323 0965

I'm unhappy with the response, what else can I do?

If our response has not resolved your complaint, the independent Parliamentary Health Service Ombudsman (PHSO) provides helpful information and may be able to investigate.

PHSO		
	Web:	ombudsman.org.uk – click 'Making a complaint'
	Email:	phso.enquiries@ombudsman.org.uk
	Phone:	0345 013 8208

Write your comments here...

So we can provide you with a response, please tell us your:

Name: _____

Address: _____

_____ Post code: _____

Telephone: (_____) _____

Email: _____

Now briefly summarise your feedback: _____

Useful contact details

Please see page 2 for information.

Hospital Switchboard: **01253 300000**

Patient Relations Department

The Patient Relations Department offers impartial advice and deals with any concerns or complaints the Trust receives. You can contact them via tel: **01253 955588/89** or by email: bfwh.patientrelations@nhs.net

You can also write to us at: **Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR**

Further information is available on our website: www.bfwh.nhs.uk

References

Details of the references used in writing this leaflet are available on request from: **Procedural Document and Leaflet Coordinator 01253 953397** or bfwh.trustpolicyteam@nhs.net

Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please call: **01253 955520**



Our Four Values:

