

We welcome all feedback as this provides the Trust with learning and development opportunities.

PALS & Complaints Service, Whittington Health NHS Trust,
Magdala Avenue, London, N19 5NF - Tel: 020 7288 5551

Email: whh-tr.whitthealthpals@nhs.net
Web: www.whittington.nhs.uk
NHS Choices: www.nhs.uk

Language Support

If English is not your first language, please let us know and we can arrange for an interpreter to help you communicate with us.

If you need a large print, audio or translated copy of this leaflet, please contact 020 7288 3182 and we will try our best to meet your needs.

If you need this leaflet in any other format, please contact the PALS & Complaints team.

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

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PALS & Complaints

(Patient Advice & Liaison Service)

A patient's guide



Helping local people live longer, healthier lives



This leaflet provides information about the PALS and Complaints Service

As a Trust, we are committed to ensuring our organisation is as good as it can be. We strive to provide a high quality, professional service at all times, but we know there may be times where things go wrong or you are unhappy with the service we provide.

Raising a concern

If you have a concern about your care or the care of your relative or friend, it is best to address it straight away and seek an early resolution where possible. You can speak with a senior member of staff on the ward, clinic or department.

If you do not feel your concerns have been resolved or if you would rather talk to someone outside of the ward, clinic or department you can raise any concerns through PALS who will do everything possible to answer your query promptly.

The PALS team can:

- Liaise with our departments and services to help resolve problems and concerns
- Listen to your feedback and suggestions and provide confidential on-the-spot advice, support and information
- Advise you about NHS services at the Trust
- Listen to your comments, suggestions, and concerns about the services provided by Whittington Health.

Raising a PALS concern is sometimes referred to as 'informal resolution'. If you feel that we have been unable to offer a satisfactory resolution to your concerns you may wish to submit a complaint.

Please use the space below to provide us with your:
Comment Compliment Concern Complaint

Name: _____

Address: _____

Tel/Email: _____

Preferred contact method: email phone letter

Details of the patient you are representing (if applicable)

Name: _____

Address: _____

Tel/Email: _____

Preferred contact method: email phone letter

Please continue on a separate sheet if necessary

Please tick if you would like a response

| | | | |
|--|--------------------------|---|--------------------------|
| Age | | Gender | |
| Child (16 and under) | <input type="checkbox"/> | Male | <input type="checkbox"/> |
| Adult (17-64) | <input type="checkbox"/> | Female | <input type="checkbox"/> |
| Older adult (65 or above) | <input type="checkbox"/> | Other: | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| Ethnic Origin | | Sexual orientation | |
| Asian or Asian British | | Gay | <input type="checkbox"/> |
| Bangladeshi | <input type="checkbox"/> | Heterosexual | <input type="checkbox"/> |
| Indian | <input type="checkbox"/> | Lesbian | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | Bisexual | <input type="checkbox"/> |
| Asian other – please specify: | <input type="checkbox"/> | Other: | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| Black or Black British | | Religion/Beliefs | |
| Black African | <input type="checkbox"/> | Buddhism | <input type="checkbox"/> |
| Black Caribbean | <input type="checkbox"/> | Christianity | <input type="checkbox"/> |
| Black other – please specify: | <input type="checkbox"/> | Hinduism | <input type="checkbox"/> |
| | | Islam | <input type="checkbox"/> |
| Mixed | | Judaism | <input type="checkbox"/> |
| White/Asian | <input type="checkbox"/> | Sikhism | <input type="checkbox"/> |
| White/Black African | <input type="checkbox"/> | Other – please specify: | <input type="checkbox"/> |
| White/Black Caribbean | <input type="checkbox"/> | | |
| Other mixed background – please specify: | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
| | | Do you have a disability, long-term illness or health condition? | |
| White | | Yes / No / Prefer not to say | |
| White British | <input type="checkbox"/> | If yes, please specify: | |
| White Irish | <input type="checkbox"/> | | |
| White other – please specify: | <input type="checkbox"/> | | |
| | | | |
| Other ethnic group | | | |
| Chinese | <input type="checkbox"/> | | |
| Other – please specify | <input type="checkbox"/> | | |
| | | | |
| Prefer not to say | <input type="checkbox"/> | | |

Making a complaint

If you wish to make a complaint, you can do this in writing, via email or by speaking with a member of the team.

Post: PALS & Complaints Service, Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF

Email: whh-tr.whitthealthpals@nhs.net

Telephone: 020 7288 5551

Are there time limits?

Complaints should always be made as soon as possible. You should make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This makes it easier for everyone to remember what happened and helps us to respond quickly. We may not be able to investigate or may be limited in our response, outside of this timeframe.

What help is available to you?

If you would like advice or support with making a complaint, you can contact POHWER who provide a free, confidential and independent advocacy service.

Telephone: 0300 456 2370 / 020 3553 5960

Minicom: 0300 456 2364

Text: Send 'pohwer' plus your name & number to 81025

Email: pohwer@pohwer.net

Post: London IHCAS Advocacy Hub, POHWER, Hertlands House, Primett Road, Stevenage, Hertfordshire, SG1 3EE or PO Box 14043, Birmingham, B6 9BL

Web: www.pohwer.net

What happens next?

Once you have submitted a complaint, you will receive a written acknowledgement from a PALS & Complaints Officer within 3 days of receipt. It is then assigned to a lead investigator, within the relevant service, to look into the issues you have raised. A written response is sent to you, usually within 25 working days, from the Chief Executive.

If you are not happy with the response

You can ask us to look again at your complaint to possibly:

- provide further information or clarify issues you do not feel were addressed.
- arrange a meeting with the service concerned to discuss any outstanding concerns (to which you may bring a friend, relative or representative).

If you remain unhappy with the outcome after following the above steps, you have the right to approach the Parliamentary and Health Service Ombudsman (PHSO) to ask them to review your complaint.

Ombudsman contact details

The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower, London, SW1P 4QP

Tel: 0345 015 4033 **Minicom:** 0300 061 4298

Email: phso.enquiries@ombudsman.org.uk

Healthwatch

You can also make comments to Healthwatch, which is an independent network of local people funded to help you have a say in improving local services.

Islington

Freepost RTGT-HCUS-LXBS, Healthwatch Islington,
200a Pentonville Road, London, N1 9JP

Tel: 020 7832 5814 **Email:** info@healthwatchislington.co.uk

Haringey

Freepost RTXY-BSRB-RCSS, Public Voice CIC, Tottenham
Town Hall, Town Hall Approach Road, London, N15 4RX

Tel: 020 8888 0579 **Email:** info@healthwatchharingey.org.uk

For concerns about social care services:

Islington Adult Social Services

London Borough of Islington, Customer Service Unit,
7 Newington Barrow Way, London, N7 7EP

Tel: 020 7527 8046 / 8047 **Web:** www.islington.gov.uk

Email: socialservices.complaints@islington.gov.uk

Islington Children's Social Services

London Borough of Islington, 3 Elwood Street, London, N5 1EB

Tel: 020 7527 8048 **Web:** www.islington.gov.uk

Email: childrensocialcare.complaints@islington.gov.uk

Haringey Children's and Adults Social Services:

London Borough of Haringey, Feedback & Information,
Governance Team, Level 5 Alexandra House,

10 Station Road, London, N22 7TR. **Tel:** 020 8489 1988

Web: www.haringey.gov.uk **Email:** fig@haringey.gov.uk