

Compliments and complaints



This document is about how to tell the hospital something you are

- **happy about**
- **or not happy about**



If you want to thank the staff



or if you are unhappy



or if you have a question



or if you have an idea to make the
hospital better



you need to tell the hospital what department you went to



The hospital wants to know what you think - your compliments and complaints help the hospital to be better



You can complain – you have the right to do so



You will not get in trouble for telling the hospital what you think

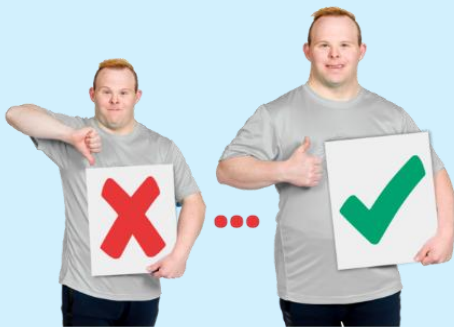


Your future healthcare will not be affected



If you are unhappy and want something to change – it is called a **complaint**

The hospital must reply to your complaint



If you say how things could get better at the hospital – it is called a **comment**



If you are happy and something good has happened – it is called a **compliment**



How can I say something about my healthcare?

You can contact the Patient Advice and Liaison Service (PALS)



You can call PALS on
020 72 88 55 51



You can email PALS at
whh-tr.pals@nhs.net



You can send a letter to
PALS & Complaints Service
Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF

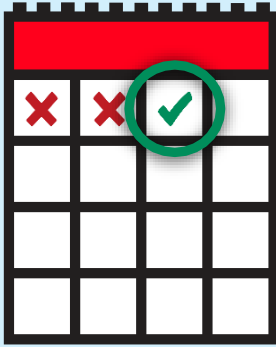
 Please fill in
this easy read
form

Your name 

Address 

Phone 

Or you can go to the form on page **12** to
write your compliment or complaint



What PALS will do

- they will tell you they have your complaint within **3** working days
- they will tell you when you should get a reply
- and they will tell you if there is a delay



You can ask to meet with PALS to talk about your complaint



The hospital will look into your complaint



The Chief Executive at the hospital will send you a written reply



If you are not happy with the reply, you can ask PALS to look at it again



You can do this by

- phone
- email
- post



PALS will give you more information – they will explain the things the hospital has not responded to



PALS may meet with you in the hospital - this is so you can talk about the issues you have with the service

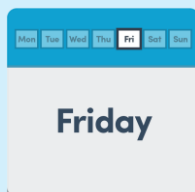
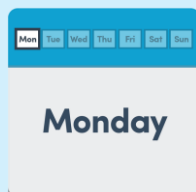


You can bring a carer to this meeting

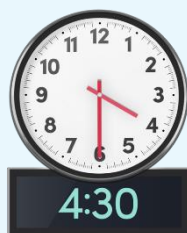


The Learning Disability Liaison Nurse is a specialist nurse

They help people with learning disabilities when they are in hospital and the Emergency Department



The **Learning Disability Liaison Nurse** at The Whittington Hospital works **Monday to Friday**



They work from **8.30am** to **4.30pm**



If you need help to share your views

You can get help from a person called an **advocate**



An **advocate** can help you write letters or fill in the form



They can go to meetings with you



POhWER provide advocacy for people living in **Haringey**



You can call POhWER on
0300 456 23 70



Or you can email them at
nhscomplaints@pohwer.net



You can send a letter to
POhWER
PO Box 17943
Birmingham
B9 9PB



For easy read information about the POhWER NHS Complaints Advocacy Service, visit their website at
www.pohwer.net/nhs-complaints-advocacy-easyread



Rethink provide advocacy for people living in **Islington**



You can call Rethink Advocacy on
0300 790 05 59

Or you can email them at
advocacyreferralhub@rethink.org

Easy read giving a compliment or complaint form

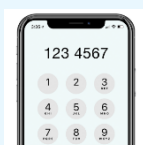


Write your first and last name here



Write your address here

How do you want the hospital to contact you?



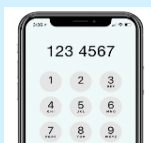
by phone

☐

by post

☐

Write your phone number here if you want to be contacted by phone



Do you want to give a compliment or make a complaint?



I am **happy** and want to give a **compliment**

☐

I am **unhappy** and want to make a **complaint**

☐



I want to tell the hospital about



a nurse

☐

an appointment

☐

hospital transport

☐

the food

☐

a doctor

☐

the hospital

☐

something else

☐



I want to say

Draw or **write** your answer in the box below



You will be asked for information about yourself on page **16**



This is so the hospital can give fair and equal care to everyone



This is for people of all

- identities
- and ethnic backgrounds



- You can **tick** the boxes on the next page
- or you can tick **I prefer not to say**

Age

I am

☐

a child - **16** and under

☐

an adult - **17** to **64**

☐

an older adult - **65** or over

☐

I prefer not to say

Gender

I am

☐

male

☐

other - please tell us

☐

female

.....

☐

I prefer not to say

Sexual orientation

☐

gay

☐

bisexual

☐

heterosexual

☐

I prefer not to say

☐

lesbian

☐

Other – please tell us.....

What is your religion, if you have one

☐

Buddhism

☐

Christianity

☐

Hinduism

☐

Islam

☐

Judaism

☐

Sikhism

☐

Other – please tell us

.....

☐

I prefer not to say

Do you have a disability or health condition?

☐

yes

☐

no

☐

I prefer not to say

If you ticked **yes**, please tell us more here



What is your ethnic group? (please only tick 1 box)

☐

Asian

☐

Black

☐

Mixed

☐

White

☐

Chinese

☐

Other – please say.....

☐

I prefer not to say



Information for people with

- a learning disability
- autism and a learning disability
- autism
- carers and relatives

can be found on the Trust website at
whittington.nhs.uk/default.asp?c=38579

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