

Kingston Hospital NHS Foundation Trust aims to provide high quality services to all patients and visitors, and welcomes comments and suggestions from service users. However, there will be occasions when we fail to meet your expectations and you feel that a comment or a complaint is justified.

Alternatively, you may feel that you have received a favourable level of service deserving of a compliment.

The intention of this leaflet is to assist you making your comments or complaint and to assure you that they will be given serious consideration.

How do I make a complaint?

We would very much encourage you to tell us straightaway if you are unhappy with your care or treatment, as most problems can be resolved simply by talking to the staff involved.

Alternatively, there are two options available at the hospital for you to provide us with comments or complaints about the treatment that you or your relative may have received.

Patient Advice and Liaison Service (PALS)

This service is for patients, relatives, carers and friends who need somewhere to turn to for on-the-spot help, advice and support. PALS acts as a central point from which information can be obtained, and helps to sort out problems or concerns that you may have about the hospital's services when you have not been able to do so by speaking to the staff on the ward or in the clinic.

If you still feel that there are issues to be resolved having used PALS, they can also provide you with information about the formal complaints process.

The PALS service operates
Monday – Friday between 9am – 5pm
(if a PALS Officer is unavailable, they will respond to you as quickly as they can)

The PALS office is situated at the junction of the link corridor and Bernard Meade Wing

Direct Line: 020 8934 3993
Email: khft.pals@nhs.net

Formal Complaints Process

If you remain unhappy, please write to the Chief Executive at the address on the front of this leaflet. Alternatively, call the Chief Executive's Complaints Office on ext 2250

between 9am and 5pm Monday – Friday or email your concerns to
khft.complaints.team@nhs.net

Your complaint will not, in any way, adversely affect any future treatment you may need. Comments are welcomed for all users of our services. The Trust aims to ensure the equality of patient care to all patients irrespective of age, colour, creed, ethnic or national origin, marital status, nationality, physical or mental disability, race, religious belief, sex or sexual orientation.

It is important that the Trust Board are aware of concerns raised about the hospital. When your complaint is shared with them, they will keep any identifiable information strictly confidential.

If you require independent help to make a complaint, you can contact the Independent Health Complaints Advocacy Service (IHCAS) on 0203 553 5960 or email LondonIHCAS@pohwer.net

Useful Contact Details

Patient Advice & Liaison Service (PALS)

Direct Line: 020 8934 3993
Internal Ext: 3993 or bleep 993

Chief Executive's Complaints Office

Telephone: 020 8546 7711 ext 2250

What To Expect When You Make A Formal Complaint

Whenever a complaint is received we will investigate, in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, and will endeavour to:

- Acknowledge it within 3 working days of receipt
- Investigate it thoroughly
- Provide a detailed response to the complaint within 25 working days where possible, or a timeframe agreed with you
- Keep the complainant informed if the investigation takes longer than anticipated
- Meet the complainant where appropriate
- Use the complaint to rectify any shortcomings in services
- Log your complaint on a central database

Please note two very important points:

- In the interests of confidentiality, we **must** have the patient's consent to proceed with the complaint and to release information to an authorised third party
- We will normally only investigate complaints within 12 months of you being aware of the problem

Comments

If you have any comments or suggestions that you think would help us to improve the quality of our services, please raise the matter with the head of the department involved, or let our PALS team know.

Compliments

The staff in the hospital are always heartened to receive a complimentary remark where this is justified and, by writing a short note to the Chief Executive, you may be certain that your comments will be passed on to the relevant staff concerned.

If you would like the information contained in this leaflet in an alternative format such as large print, audiotape, Braille or in another language, please call 0208 934 2003

How to make a suggestion, comment or complaint

Information for patients, carers and visitors

Kingston Hospital NHS Foundation Trust
Galsworthy Road
Kingston
Surrey KT2 7QB

020 8546 7711

Living our values everyday



www.kingstonhospital.nhs.uk