Don’t be afraid to speak out—please tell us about it!

Leaflets in other languages can be sourced upon requests via PALS.

We are committed to making our publications as accessible as possible. If you need this document in an alternative format, for example, large print, Braille or a language other than English, please contact the Communications Office by emailing Communications@wsht.nhs.uk or speak to a member of the PALs team.

www.westernsussexhospitals.nhs.uk

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Western Sussex Hospitals NHS Foundation Trust which combines St Richard’s Hospital in Chichester and Worthing and Southlands Hospitals aim to provide you with the care, treatment and services you need.

When you want to tell us something we’ve done well

Staff really appreciate it when patients, visitors or relatives thank them for their efforts. We keep a record of all compliments that we receive and, with your permission, we share these with other staff in the hospital. If you wish to compliment staff, volunteers or a service the contact details are below:

PALS office
Western Sussex Hospitals NHS Foundation Trust
Worthing Hospital
Lyndhurst Road
Worthing
BN11 2DH

Or e-mail palsworthing@wsht.nhs.uk
Or you can telephone 01903 285032

If you wish to make a legal claim about your treatment you may find legal advice or to approach: Alternatively Action against
inquests following a health complaint procedures
‘fitness to practise’ procedure
possible legal action to negligence
other medico-legal issues
working with the health and patient safety implications
understanding investigations

AvMA will help you with:
- inquests following a health complaint
- ‘fitness to practise’ procedures
- possible legal action to negligence
- other medico-legal issues
- working with the health and patient safety implications
- understanding investigations

Their service is free, confidential
Contact them on: 0845 12345
(Monday to Friday 10am-5pm)
If, once the Trust has had the opportunity to address all of your concerns, you remain unsatisfied, you have the option of asking the Parliamentary and Health Service Ombudsman to independently review your complaint.

The Parliamentary and Health Service Ombudsman can be contacted in the following ways:

By telephone to the complaints line: 0345 015 4033

By e-mail to: phso.enquiries@ombudsman.org.uk
By letter to:
The Parliamentary and Health Service Ombudsman,
Millbank Tower
Millbank
London SW1P 4QP
Website: www.ombudsman.org.uk

We welcome your feedback. Listening to our patients and continually improve patient care. If you have concerns we will do our best to help. We advise always talk to your member, please ask the department

Please feel reassured that if you disclose that you feel care. In fact the staff would that they can address your right as quickly as possible.
Complaints should be made as soon as possible, within a year of the event if possible. If you wish to talk about how to make a complaint, please contact our customer relations department on 01903 285032. If you prefer you can make your complaint in writing and in which case you should address your letter to:

The Chief Executive  
Western Sussex Hospitals NHS Foundation Trust  
Worthing Hospital  
Lyndhurst Road  
Worthing  
BN11 2DH

Or e-mail: CustomerRelationsWorthing@wsht.nhs.uk

A member of staff will contact you either by telephone or in writing to discuss the way your complaint will be managed. The complaints procedure is flexible depending on what you are looking for when you complain and how we can best resolve the issues raised. Depending on what you have agreed at the start of the process, either a written response is sent to you from the Chief Executive or a meeting is arranged.

Complaints are treated in confidence. The details are not kept on your medical records and will not affect your ongoing or future treatment in any way.

**Lasting Power of Attorney**—If someone else complains on your behalf, we will need your written permission for that person to act for you unless they have a lasting power of attorney that relates to health and welfare.

A copy of the Trust complaints policy can be found on the website at [www.westernsussexhospitals.nhs.uk](http://www.westernsussexhospitals.nhs.uk)

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**IHCAS**

The Independent Health Complaints Service (IHCAS) is an independent advocacy service for people if they have a complaint about the care or treatment they have received. If you would like help with making a complaint about your care, contact your local Healthwatch for more information. The details for IHCAS are:

IHCAS (Independent Health Complaints Service)  
Healthwatch West Sussex  
Billingshurst Community Centre  
Roman Way  
Billingshurst  
West Sussex  
RH14 9QW  
Telephone: 0300 012 0122  
Website: [www.healthwatch.gov.uk](http://www.healthwatch.gov.uk)  
e-mail: ihcas@healthwatch.gov.uk