



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

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

When you want to tell us something

When you want advice and don't know who to ask

When you want to complain



We're here to help

Patient Advice & Liaison Service (PALS) and Complaints Team

www.westernsussexhospitals.nhs.uk



Western Sussex Hospitals **NHS**

NHS Foundation Trust

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NHS Foundation Trust

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 want and 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 for compensation in relation to your complaint you may find it useful to consider seeking legal advice or approaching the citizens advice bureau. Alternatively Action against Medical Accidents ('AvMA') is an independent charitable organisation offering free legal advice for people considering a claim in relation to medical care.

AvMA will help you with:

- inquests following a healthcare related death
- complaints procedures
- referrals of health professionals to their regulatory body's 'fitness to practise' procedures
- possible legal action to obtain compensation after clinical negligence
- other medico-legal disputes, public law and Human Rights
- working with the health service to ensure lessons are learnt and patient safety improved
- understanding investigation reports.

Their service is free, confidential and independent.

Contact them on: 0845 123 2352

(Monday to Friday 10am-5pm, charged at local rates)

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

When you remain concerned about something



We welcome your feedback as all views are important to us. Listening to our patients helps us to get things right for patients continually improve patient experience. Whatever might be worrying you, please speak to the staff or contact the PALS office and we will do our best to help. If the PALS staff cannot resolve your concerns we will help you take the issues further.

The PALS team provide a confidential service offering on the spot advice and support.

PALS can also guide you through the different services available from the NHS. If they do not know the answer themselves they will provide information about who might be able to help.

The PALS team will listen and help to resolve the concerns you may have about the services we provide at an early stage by liaising with the staff involved.

Concerns are often best dealt with when they arise so we encourage you to first explain your query to a member of staff who knows you and your situation, such as a doctor, nurse or therapist. In many instances it is possible to resolve the problem straight away by talking to the person who has been looking after you. If you are not happy to do this or you have tried and you are not satisfied with the response, then ask to speak to the person in charge of the ward, department or service.

Please feel reassured that your care will not be adversely affected if you disclose that you feel unhappy about your or your loved ones care. In fact the staff would rather know that you are unhappy so that they can address your concerns and do their best to put things 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 01243 831716.

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.

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.

IHCAS

The Independent Health Complaints Advocacy Service (IHCAS) is an independent advocacy service providing support to people if they have a complaint regarding their NHS treatment. If you would like help with making a complaint the contact details for IHCAS are:

IHCAS (Independent Health Complaints Advocacy Service)
Healthwatch West Sussex
Billingshurst Community Centre
Roman Way
Billingshurst
West Sussex
RH14 9QW

Telephone: 0300 012 0122

Website: www.healthwatchwestsussex.co.uk
e-mail: ihcas@healthwatchwestsussex.gov.uk