

Contact us

Patient Relations Team
Worcestershire Health and Care NHS Trust
Isaac Maddox House
Shrub Hill Road
Worcester
WR4 9RW

Tel: 01905 681517
Email: pals@hacw.nhs.uk

Opening hours

Monday - Friday
9.30am - 4.30pm
(excluding Bank Holidays)

If you would like this information in other formats or languages please call 01905 760020 or email communications@hacw.nhs.uk

Patient Relations Team

Listening, Responding, Improving



Do you have a compliment, comment, concern or complaint?

If so, we want to hear from you.
We are a confidential advice, support and information service for patients, relatives and carers.

Patient Relations Team: We can help you with compliments, comments, concerns and complaints

Commitment by the Trust

The staff in our Trust are committed to providing safe and high quality care to all patients. On any occasion, where you are dissatisfied with any aspect of care or treatment, we will:

- Work with you to understand your concerns and seek to resolve them to your satisfaction
- Where a mistake or error has been made this will be acknowledged and you will receive an apology
- You will receive an explanation of what went wrong and what has been done to ensure that it does not recur.

Raising a concern

Concerns are often best resolved with staff involved at the time, however, if you are unable to resolve your concern with staff, the Patient Relations Team can also give you independent advice, support and help.

Making a complaint

A complaint should be made as soon as possible after the event and must be within 12 months of the date when you became aware of the problem.

When someone other than the patient complains, the Trust must ensure that the patient's explicit permission is obtained prior to any information being provided to the complainant. A standard form must be completed that is signed by the patient or the next of kin (for deceased patients) authorising the Trust to respond to the named complainant.

We will acknowledge your complaint and appoint an investigating officer to look into the issues you have raised. When the investigating officer reports their findings we will write to you. We will provide an explanation of events and apologise when it is appropriate to do so. We will tell you what actions we will be taking to address any failures or shortfalls in service.

Health Services Ombudsman

The Health Service Ombudsman will only investigate complaints that have not been resolved at local level by the Trust. Requests for investigation should be made as soon as possible after the complaints procedure has been exhausted and should include relevant correspondence with the hospital.

The Ombudsman will also investigate if you are dissatisfied with the way that your complaint was managed. You can write to: Health Service Ombudsman for England, Millbank Tower, Millbank, London SW1P 4QP or call: 0845 015 4033.

The Ombudsman also investigates complaints about GPs, Dentists, Pharmacists or Opticians providing an NHS service locally.

If you have a compliment or a comment

We welcome feedback about our services and recognise the value that comments, as well as compliments, can provide. Your feedback assists us in developing better quality and higher standards of health care for all our patients.

If you want to make a comment or a suggestion, about our services then many of our services have comments cards or books available. If these are not available then please contact the Patient Relations Team.

Our staff are always pleased to receive compliments and these can be addressed to the staff member(s), the ward or team manager or our Patient Relations Team.

Tell us what you think about the health service that you received

Response form

Your name _____

Your address and postcode _____

Phone number _____

Email address _____

DOB ___/___/_____

If you are contacting us on behalf of somebody else please provide their details and complete the consent section below:

Their name _____

Their address _____

Their phone number _____

Their email _____

Their DOB ___/___/_____

Do you wish to nominate somebody to act on your behalf? yes no
or are you wishing to act on someone's behalf? yes no

Consent section:

I, _____ (name) give consent for
personal information to be shared and provided to
_____ (please print name
of person acting on behalf the person wishing to comment or complain)

Date ___/___/_____ Signature _____

Please give a brief description:

Continue on a separate sheet if necessary.

This is a: Complaint Comment Concern Compliment

Service (e.g. District Nurse, Physiotherapy, Community Mental Health Team)

Location of service _____

Member of staff involved (if applicable) _____

Date incident occurred ___/___/_____

I give consent for my details to be passed on to a third party so that my concerns can be investigated and responded to by Worcestershire Health and Care NHS Trust.

Date ___/___/_____ Signature _____

Freepost Plus RSTC-EZRE-BBUT
Patient Relations Team
Worcestershire Health and Care NHS Trust
Unit 19
Isaac Maddox House
Shrub Hill Industrial Estate
WORCESTER
WR4 9RW

Bengali

‘আপনি যদি অন্য ক্রিয়াকারী ভাষায় বা রূপ (স্মারক বড় ছাপার হরফ) এই তথ্য প্রাপ্তি চান তাহলে অনুগ্রহ করে কমিউনিকেশন্স টিম এর সাথে 01905 760020 নম্বরে যোগাযোগ করুন বা communications@hacw.nhs.uk এ ইমেল করুন’

Cantonese

如果您希望獲取本資訊的其他語言版本或格式（即大印刷字體），請透過電話01905760020或電郵 communications@hacw.nhs.uk 聯絡通訊小組。

Polish

Jeżeli chcieliby Państwo uzyskać te informacje w innym języku lub formie (np. wydrukowane dużą czcionką), prosimy o kontakt z Zespołem ds. Komunikacji pod numerem 01905 760020 lub adresem poczty elektronicznej communications@hacw.nhs.uk

Portuguese

‘Caso deseje receber esta informação em outros idiomas ou formatos (ie, impressão em grande escala), queira contactar a Communications Team através do número 01905 760020 ou via e-mail para communications@hacw.nhs.uk’

Punjabi

‘ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਫਾਰਮੈਟਾਂ ਵਿੱਚ (ਮੁੱਢਲੇ ਕਿ, ਮੋਟੀ ਛਪਾਈ) ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਮਿਊਨਿਕੇਸ਼ਨਜ਼ ਟੀਮ ਨੂੰ 01905 760020 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ communications@hacw.nhs.uk 'ਤੇ ਈਮੇਲ ਕਰੋ’

Turkish

‘Bu bilgileri başka dillerde veya (büyük basım gibi) değişik biçimlerde almak isterseniz, lütfen 01905 760020 no’lu telefondan İletişim Ekibi ile irtibat kurunuz veya communications@hacw.nhs.uk adresine e-posta gönderiniz.’

Urdu

‘اگر آپ یہ معلومات دیگر زبانوں یا فارمیٹ (یعنی بڑی پرنٹ) میں چاہتے ہیں تو، براہ کرم 01905 760020 پر کمیونیکیشنز ٹیم سے رابطہ کریں یا communications@hacw.nhs.uk پر ای میل کریں۔’