



Royal Papworth Hospital
NHS Foundation Trust

Quality of Care & Service

Information for
patients, relatives
and carers

Compliments ■

Comments ■

Complaints ■

Royal Papworth Hospital aims to provide a high standard of patient care at all times and also aims to meet the needs of relatives and other visitors to the hospital. Royal Papworth Hospital highly values feedback from patients, carers and relatives so we can make improvements.

Talk to us

We prefer to sort out issues quickly and effectively in the ward or department. If you have a query or concern, or would like to make a suggestion, please speak to a member of staff in the relevant area. They will be happy to help. If you prefer to talk to a senior member of staff, please ask to speak to the ward sister or matron.

Providing feedback will not adversely affect your care.

On the spot help and advice

Our Patient Advice and Liaison Service (PALS) can provide on the spot help, advice and support to patients, relatives and carers. The service is confidential and if necessary, they can refer patients and families to specific local

or national-based support agencies.

You can make contact with the PALS team via a member of staff or in person by visiting the PALS office, which is located on the ground floor near the main reception.

Compliments

We would like to hear about your positive experiences within the Trust to build on the good work that already takes place and share your compliments with the staff involved. We value comments and suggestions from patients, their families and carers as these are used to review present services and make changes when needed.

You can provide feedback via;

- The 'Friends and Family Test' feedback form.
- By speaking to a member of staff either in the clinic or on the ward.
- By emailing papworth.viewpoint@nhs.net.
- Via the PALS office either in person, on the telephone (01223 638896) or by email to papworth.pals@nhs.net.

If you are unhappy with the services provided or feel your needs and expectations have not been met, it is worthwhile discussing your concerns early on with a senior member of staff dealing with your care as it may be the concerns you raise can be addressed promptly.

Most concerns can be dealt with at this stage but we understand that sometimes you may feel more comfortable speaking to someone not directly involved in your care. If this is the case you may wish to contact the PALS team who will be happy to help. The PALS office is open 08.30 – 16.30.

Alternatively you can contact the Clinical Governance Team on 01223 639790 to discuss your complaint.

Complaints

You can complain in writing to the Chief Executive:

Royal Papworth Hospital
NHS Foundation Trust
Papworth Road
Cambridge Biomedical
Campus
Cambridge
CB2 0AY

Or by email to
papworth.viewpoint@nhs.net.

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can be extended in some circumstances as long as it is possible to investigate your complaint.

Anyone can complain. A family member, carer, friend or your local MP can complain on your behalf with your permission. The Clinical Governance Team will always seek your written consent before they proceed with a complaint made on your behalf.

All complaints will be acknowledged within three working days of receipt. The Trust will provide a response to your complaint usually within

25 working days. In certain circumstances there may be a delay in our response, if this happens we will ensure you are informed of the reason and the likely date of our response.

The Trust recognises the anxiety that people feel when contemplating a complaint. Please be assured that:

- Your complaint will be treated seriously.
- Your complaint will be investigated fully and fairly.
- Your care, or that of a relative, will not be prejudiced or affected because you made a complaint.
- You will be treated fairly, politely and with respect throughout the process.
- We will endeavour to rectify the problem to prevent a recurrence.
- We will acknowledge and apologise for any failure confirmed by the investigation.

The Complaints Procedure followed by the Trust is in line with the guidance set out by the Department of Health.

Details of the Trust's complaints procedure can be obtained from the PALS office, website (www.royalpapworth.nhs.uk) or directly from the Clinical Governance team by emailing papworth.viewpoint@nhs.net.

Like support to make your complaint?

Making a complaint can seem difficult but support is available. If you require help and support with pursuing a formal complaint against the Trust you may wish to contact the NHS Complaints Advocacy Service, a free and confidential service available to anyone who wants support to make a complaint to the NHS. You can contact them on 0300 330 5454 or email nhscomplaints@voiceability.org.

Alternatively for independent complaints advocacy in other areas please contact PALS on 01223 638896 or papworth.pals@nhs.net who will be able to signpost you to the correct organisation.

You can also contact your local Citizens Advice Bureau: <https://www.citizensadvice.org.uk/>

Unhappy with the outcome of your complaint?

Royal Papworth Hospital NHS Foundation Trust aims to resolve all complaints at a local level, however if you are not happy with the response provided you can ask the Parliamentary and Health Service Ombudsman to look at your complaint.

To complain about the NHS in England you can:

- Visit <https://www.ombudsman.org.uk/making-complaint> and click on 'Can we look into your complaint?'
- Call 0345 015 4033 from 08.30 to 17.30, Monday to Friday.
- Send a text to the Parliamentary and Health Service Ombudsman 'call back' service on 07624 813 005, with your name and mobile number.

The NHS Constitution sets out your rights as a patient and explains the commitments the NHS has made to providing you with a high quality service. The Trust takes full account of the NHS Constitution when treating you and you may find it helpful to refer to it if you are thinking of making a formal complaint.

For more details visit <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england>

Royal Papworth Hospital NHS Foundation Trust
Papworth Road
Cambridge Biomedical Campus
Cambridge
CB2 0AY

Tel: 01233 638000

www.royalpapworth.nhs.uk

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