

I want to make a..... (please tick box)

Compliment Suggestion

Concern Complaint

If you are making a complaint it is very helpful if you can put it in writing. In any case, we will need to contact you to discuss how it will be handled, so please give your contact details:

Your Name:

.....

Your Address:

.....

.....

Your Daytime Telephone Number:

.....

Is there another mobile or work number we can contact you on during working hours? YES/NO

Daytime number(s):

.....

Please give your email address if we can contact by this method:

Email:

.....

Please provide details:

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at:
<http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call Island Health Line on 0845 6031007.

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Primary Care Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

All NHS sites are no smoking areas.
If you would like help and advice to stop smoking please call: 01983 550386 to talk to Island Quitters,

Ref: Qual/2011

Patient Information Leaflet

We are listening

We are responding

How to let us know what you think of our services

And we are improving

'We welcome your compliments, suggestions, comments, concerns and complaints because they help us work towards improving services'

Prepared by: Quality Team

August 2011
Review due August 2014



A guide on how to provide your feedback:

NHS Isle of Wight aim to offer you the best services available but sometimes these may not meet the standards that you expect. We are continually looking at ways to improve our services and make the most effective use of resources so if you have anything to say about our services, please get in touch.

We welcome feedback from service users and their relatives, whether these are compliments, complaints, concerns or suggestions. Suggestions, concerns or formal complaints can help us solve problems, learn lessons and lead to service improvements.

Who should I talk to first?

You should discuss any comments or concerns with the person providing the service for example a nurse, doctor, physiotherapist etc or ask to speak to the manager responsible for the service or department.

If you are unhappy with the outcome, or would prefer to speak to somebody separate from the department, please contact the Patient Experience Officers (PEO's) via the Quality Team Reception on 534850.

If something is wrong or you are unhappy with the treatment that you have received, please tell us as soon as possible so that problems can be sorted out quickly. We will look into the matter, offer support and advice, and make sure that your voice is heard.

The Patient Experience Officers (PEO's) are also there to help with any query that you have concerning your journey with the NHS. For example, if you are unsure of how to access a service or have difficulties in contacting a department, then contact us and we will be able to help.

Complaints

If you want to make a formal complaint, contact the Patient Experience Officers (PEO's) who will be able to guide you through the process – contact details are at the back of this leaflet.

Alternatively you may wish to complete the attached form or write to the Chief Executive direct. Your complaint will be acknowledged within three working days, when we will agree with you our expected response time.

Should your complaint also involve other local NHS organisations or a local authority we will work together to provide you with one response, if this is your preference.

When the investigation into your complaint has been completed, the Chief Executive will write to you and explain how the investigation was conducted, what was the result of it and what is going to happen to improve the service if this is found to be less than satisfactory.

Where can I get independent help to make a complaint?

If you need help to make a complaint the Independent Complaints Advocacy Service (ICAS) offers advice and support. ICAS is independent of the NHS and its services are provided free of charge. Contact details for ICAS can be found on the back of this leaflet.

What happens if I am still not satisfied?

If you are not satisfied with the outcome of your complaint and all local resolution has been explored, you can refer your complaint to the Parliamentary and Health Service Ombudsman and ask for an independent review. They are not obliged to investigate every complaint and will normally review a complaint once it has been through the local resolution stage.

Contact Details

Quality Team

Patient Experience Officer/Chief Executive
NHS Isle of Wight, St Mary's Hospital,
Parkhurst Road, Newport, Isle of Wight
PO30 5TG

Tel: 01983 534850

Email: quality@iow.nhs.uk

Independent Complaints Advocacy Service (ICAS)

1st Floor, Clarendon House

9-11 Church Street

Basingstoke, RG21 7QG

Tel: 0845 600 8616

Email: basingstoke.icas@seap.org.uk

Web: www.seap.org.uk/icas

The Parliamentary and Health Service Ombudsman (PHSO)

Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org