

Isle of Wight
NHS Trust



**Isle of Wight NHS Trust
wants to give you the
best care and treatment**



**Patient information leaflet:
What to do if you are not happy**

From: The Patient Experience Team also called PALS

Contact Form

What would you like help with?



Today's date

What is your name?



What is your address



Your telephone number

Best time to telephone you

Our team is bound by confidentiality and we will only talk about you to people that you tell us we can.

Is there someone else you would like us to talk to?

Name



Telephone number

Please sign here

We are the Patient Experience Team also called PALS and would like to hear from you about your treatment.

Sometimes things may go wrong with your care and treatment.

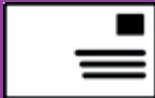


If you are not happy please talk to the nurse, doctor or manager of the department first.

If you are still not happy please contact us at PALS.



You can talk to us on the telephone
Tel: **01983 534850**



You can fill in the contact form in this leaflet and send it to:

Patient Safety, Experience and Clinical Effectiveness Team, Isle of Wight NHS Trust, St Mary's Hospital, Parkhurst Road, Newport, Isle of Wight, PO30 5TG



You can e-mail: **quality@iow.nhs.uk**

- We will write to you to let you know that we have received this form within 3 working days.
- We will talk to you about your problem and give you an answer.
- We will do this within 20 days of receiving this form.
- If you are not happy with the answer and need more advice or information there are other people who can help you.
- If you want someone to help you to make a formal complaint you can contact an organisation called Support, Empower, Advocate, Promote (SEAP) and speak to an independent health complaints advocate.



info@seap.org.uk



0330 440 9000

Patient Safety, Experience and Effectiveness Team,
Isle of Wight NHS Trust, St Mary's Hospital, Parkhurst Road,
Newport, Isle of Wight PO30 5TG



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We are open Monday to Friday 8.30am to 4.30pm