

# Patient Experience Matters

Listening and Responding to:

Compliments  
Comments  
Concerns  
Complaints

## What if I am not satisfied with my complaint response?

We always try to resolve concerns or complaints to the satisfaction of the people involved. If you are dissatisfied with our response we would encourage you to contact your case manager in the Complaints team in the first instance in order to raise or highlight any concerns that you feel we have not addressed. Your case manager will then review your complaint and our investigation and where necessary offer you the opportunity of further local resolution.



Should you remain dissatisfied following local resolution we would ask you to contact the Parliamentary Health Service Ombudsman (PHSO) and ask for your complaint to be reviewed.

The PHSO can be contacted on:  
**0345 015 4033**

## What if I want some independent support?

The Independent Complaints Advocacy Service (ICA) is a free service that can assist you to make a complaint.

ICA can:

- Provide you with advice on how to make a complaint
- Help you write your letter of complaint and ensure your complaint is sent to the correct Organisation
- Support you by attending meetings with you in respect of your complaint
- Speak to the hospital/service on your behalf.

You can call ICA at the Manchester Advocacy Hub on **0161 214 3904** or email: **advocacyICA@gaddum.co.uk** or write to them at **The Gaddum Centre, Gaddum House, 6 Great Jackson Street, Manchester, M15 4AX**

The details of your local Independent Complaints Advocacy Service are available on your Local Authority website.

## I am a child/young person or I want to complain on behalf of a child/young person

If you are a child or young person, you have a right to raise concerns or complain about your care. You may be worried about raising concerns or making a complaint because you do not want your parents to know about your concerns/complaint, or you may be concerned that you will not be taken seriously. All concerns/complaints are kept confidential, except in very exceptional circumstances. You do not have to put your concerns/complaint in writing; you can talk to someone if you prefer in order to get some help in raising your concerns/complaint. If you do not want to raise a concern/make a complaint yourself, you can ask someone to raise a concern/make a complaint for you.

You can make a complaint on behalf of a child or young person under 16 but only if the child or young person cannot raise the concern/make the complaint themselves.

If you are the parent/guardian of a child or young person who can raise a concern/make a complaint themselves, we will need the child's consent for you to raise a concern/make a complaint on their behalf.

If you are not the parent(s) or legal guardian of the child we will require consent from the parent(s) or legal guardian.

## Translation and Interpretation Service

It is our policy that family, relatives or friends cannot interpret for patients. Should you require an interpreter ask a member of staff to arrange it for you.

تتم سياسةنا على عدم السماح لافراد عائلة المرضى او اقاربهم او اصداقائهم بالترجمة لهم. اذا احتجت الى مترجم فيرجى ان تطلب ذلك من احد العاملين ليترتب لك ذلك.

بماری یہ پالیسی ہے کہ خاندان ، رشتہ دار اور دوست مریضوں کے لئے ترجمہ نہیں کر سکتے۔ اگر آپ کو مترجم کی ضرورت ہے تو عملے کے کسی رکن سے کہیں کہ وہ آپ کے لئے اس کا بندوبست کر دے۔

ইহা আমাদের নীতি যে, একজন রোগীর জন্য তার পরিবারের সদস্য, আত্মীয় বা কোন বন্ধু অনুবাদক হতে পারবেন না। আপনার একজন অনুবাদকের প্রয়োজন হলে তা একজন কর্মচারীকে জানান অনুবাদকের ব্যবস্থা করার জন্য।

Nasze zasady nie pozwalają na korzystanie z pomocy członków rodzin pacjentów, ich przyjaciół lub ich krewnych jako tłumaczy. Jeśli potrzebują Państwo tłumacza, prosimy o kontakt z członkiem personelu, który zorganizuje go dla Państwa.

Waa nidaamkeena in qoys, qaraabo masaa xiiboysanu tarjumikarinbukaanka. Haddiiaad u baahatotarjumaankacodsoxubinka mid ah shaqaalahainaykuusameeyaan.

我们的方针是，家属，亲戚和朋友不能为病人做口译。如果您需要口译员，请叫员工给您安排。

## No Smoking Policy

Please protect our patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted in any of our hospital buildings or grounds, except in the dedicated smoking shelters in the grounds of our hospital sites.



For advice and support on how to give up smoking, go to: [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

## You can contact

### PALS by:

Telephone: **0161 276 8686**  
between 9am – 4pm,  
Monday – Friday.  
(A voicemail facility is available outside of these hours and your call will be returned within 24 working hours.)

Email: **pals@mft.nhs.uk**

### Complaints Team by:

In writing: **The Chief Executive, Manchester University NHS Foundation Trust, Cobbett House, Oxford Road, Manchester, M13 9WL**

Telephone: **0161 276 8686**

Email: **complaints@mft.nhs.uk**

## Your experience is important to us

Whether you have had a good experience or if you have some concerns, we would like you to tell us what you think of our services and about the quality of care you have received.

We take all feedback very seriously and want to pass on positive feedback to our staff. If, however we have got something wrong, we would like the opportunity to put things right as quickly as possible.

We can guarantee that your care will not be compromised in any way if you raise a concern or make a complaint.

**It is important to us, to let staff know, when their care and professionalism has been noticed.**



## Manchester University NHS Foundation Trust comprises of:

- Manchester Royal Infirmary
- Royal Manchester Children's Hospital
- Saint Mary's Hospital
- Manchester Royal Eye Hospital
- University Dental Hospital of Manchester
- Wythenshawe Hospital
- Trafford General Hospital
- Withington Hospital
- Altrincham General Hospital
- Manchester Local Care Organisation (Community Services)



## I want to make a compliment

You can share your experience by:

- Posting a comment within the 'feedback' section of the NHS Website at **www.nhs.uk**
- Contacting the Patient Advice and Liaison Service (PALS)
  - Writing to the Chief Executive.

### I have a concern

The Trust aims to provide the highest standard of care to all patients.

Our staff do everything they can to make sure you are treated properly and promptly. However, if you are concerned about something, please let us know as soon as possible. In the first instance, we ask that you:

- Tell the staff involved in your care about any concerns you may have
- Ask to speak to the person in charge of the Department, Ward or Service

## I have a concern

- If you are raising an informal concern, we will require verbal permission from the person on whose behalf you are raising concerns
- If you are an inpatient there is a dedicated telephone line called, 'Tell us Today' (TUT). Making contact with TUT will give you the opportunity of speaking with a senior staff member immediately about your concerns
- If you prefer to talk to someone who is not involved in your care, you can contact the Trust's Patient Advice and Liaison Service (PALS). PALS can provide help and support and have the power to negotiate solutions or speedy resolution of concerns. PALS also acts as a gateway to independent advice.

In many cases it should be possible to resolve your concerns straight away and PALS will always aim to do this.

PALS can help to resolve your concerns informally. This process is not part of the formal complaints process. Should PALS be unable to resolve your concerns and you would like to make a formal complaint, please read the next section **'I want to make a formal complaint'**.



## I want to make a formal complaint

If you would like to make a formal complaint, you can do this in writing, by email or by telephone to the Complaints team. In line with NHS regulations this should be done within 12 months of the event that caused you to have a complaint, or within 12 months of you learning of the problem.

We will summarise your concerns and acknowledge receipt of your complaint within three working days. We may need to telephone you to discuss your concerns to ensure we have understood and accurately recorded your concerns and give you the opportunity to make changes if you wish.

Should you require reasonable adjustments during the complaint process, please advise a member of the Complaints team who will provide you with the necessary support.

The Complaints team will investigate your complaint on behalf of the Hospital Chief Executives. Following a complaint investigation the Hospital Chief Executive will provide you with a full written response within an agreed timeframe. A member of the Complaints team will keep you regularly updated with the progress of your complaint investigation.

## Who can make a complaint?

A complaint can be made by any patient or patient representative.

### I want to complain on behalf of an adult

If you would like to make a complaint on behalf of somebody else, in order to protect patient confidentiality, the patients authority will be required in order to release confidential information to you.

If the person is unable to provide signed authority, a member of the Complaints team will be able to explain what you need to do.