



What will happen next?

- You will be given the opportunity to discuss your concerns.
- A member of the PALS team will agree the events and issues with you and acknowledge your complaint.
- We will investigate the concerns and issues you have raised on behalf of the Chief Executive.
- The Chief Executive will provide you with a full written response in a time frame agreed with you.
- A member of the PALS team will keep you regularly updated.

What if I am unhappy with the response?

We would encourage you to contact PALS in this instance, to raise or highlight any concerns that you feel we haven't addressed, and we will review your complaint and our investigation. You may also contact the Parliamentary Health Service Ombudsman's office and ask them to review your complaint.

Please contact us with your feedback;

- **PALS** – 0161 276 8686
pals@cmft.nhs.uk
- **Tell us today** – 0161 701 1999
- **The Chief Executive**
CMFT Head Quarters, Cobbett House,
Oxford Road, Manchester M13 9WL

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 Central Manchester site.

For advice and support on how to give up smoking, go to <http://www.nhs.uk/smokefree>.

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.

تتنص سياستنا على عدم السماح لافراد عائلة المرضى او اقاربهم او اصديقائهم بالترجمة لهم. اذا احتجت الى مترجم فيرجى ان تطلب ذلك من احد العاملين ليرتب لك ذلك.

ہماری یہ پالیسی ہے کہ خاندان ، رشتہ دار اور دوست مریضوں کے لئے ترجمہ نہیں کرسکتے۔ 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, qaraaboamasaaxiiiboaysanu 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。



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Patient Experience Matters

Listening and Responding to Your:

- Comments
- Complaints
- Concerns
- Compliments

We want to listen



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 care you have received.

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

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

I want to make a compliment



We want to learn from your experiences and to let our staff know that their care and professionalism have been noticed.

You can share your experience by:

- Posting a comment within the 'feedback' section of the NHS Choices website at www.nhs.uk
- Contacting the Patient Advice and Liaison Service (PALS).
- Writing to the Chief Executive, Sir Michael Deegan.

I have a concern



We want to resolve your concerns quickly and encourage you to:

- Tell the staff involved about your concerns.
- Speak to the person in charge in the department or ward.
- If you are an inpatient, use our 'Tell us Today' contact number.
- Speak to the PALS team.

I still want to make a complaint

If you are still unhappy, you can make a formal complaint. You can do this in writing, by email or by telephone. This should be done within 12 months of the event that caused your complaint, or within 12 months of learning of the problem.

We will acknowledge your complaint and confirm your concerns within 3 working days. We will telephone you to discuss your complaint to ensure that we have understood and recorded your concerns correctly and give you a chance to make changes if you wish.

If you have any difficulty communicating your complaint, a member of the PALS team will support you during the process.

I want some independent support?

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

ICA can:

- Give you advice on how to make a complaint.
- Help you write letters and make sure they are sent to the correct organisation.
- Go with you to meetings about your complaint.
- Speak to the hospital/service for you.
- Call ICA on: 0808 801 0390 or email: manchesterica@carersfederation.co.uk

I want to complain on behalf of an adult

To protect patient confidentiality we require a signed and dated statement from that person, giving us permission (consent) to investigate the complaint and to release confidential information to you. If the person is unable to give consent, a member of the PALS team will be able to explain what you need to do.

I want to complain on behalf of a child

You can make a complaint on behalf of a child under 18, but only if the child cannot make the complaint themselves. If you are the parent/guardian of a child or young person who can make a complaint themselves, we will need the child's consent for you to make the 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.

I am child or young person and want to make a complaint

If you are a child or young person, you have the right to complain about something that goes wrong. You may be worried about making a complaint because you don't want your parents to know about the issue or you may be worried about not being taken seriously.

All complaints are kept confidential, except in exceptional cases. You don't have to put your complaint in writing. You can talk to someone if you prefer, and get help to make a complaint. If you don't want to make a complaint yourself, you can ask someone else to make a complaint for you.