How do I contact you with my feedback?

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
- Withington Hospital
- Trafford General Hospital
- Altrincham General Hospital
- Manchester Local Care Organisation (Community Services)

You can contact us by:

Telephone:
0161 276 8686

Email:
pals@mft.nhs.uk

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

What if I want some independent support?

The Independent Complaints Advocacy Service (ICA) is a free service that can help 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 on your Local Authority website.

What if I am dissatisfied with the 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 PALS in the first instance in order to raise or highlight any concerns that you feel we have not addressed. We will then review your complaint and our investigation and where necessary offer you the opportunity of further local resolution.



If you remain dissatisfied you may want 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

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.

تنص سياستنا على عدم السماح لأفراد عائلة المرضى او اقاربهم او اصدقائهم 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 کیلئے ترجمہ نہیں کرسکتے۔ اگر آپ کومترجم کی ضرورت ہےتو عملے کےکسی زکن سے کہیں کہ وہ آپ کیلئے اس کا بندوبست کردے۔

ইহা আমাদের নীতি যে, একজন রোগীর তলা তার পরিবারের মদস্য, 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, qaraaboamasaaxiiboaysanu 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

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NHS
Manchester University
NHS Foundation Trust

Patient Experience Matters

Listening and Responding to:

Compliments
Comments
Concerns
Complaints

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.



I want to make a compliment

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.

I have a concern

We want to resolve your concerns as quickly as possible and would encourage you in the first instance to:

- 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
- If you are an inpatient there is a dedicated telephone line, 'Tell Us Today' which gives you the opportunity of speaking to a senior staff member immediately about your concerns
- Speak to the PALS Team.

I still want to make a complaint

If you remain dissatisfied and would like to 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 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.

If you have any difficulty communicating your complaint, a member of the PALS team can provide you with support during this process.



Who can make a complaint?

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

If you would like to make a complaint on behalf of somebody else, in order to protect patient confidentiality, we will need consent from the person you are representing.

I want to complain on behalf of an adult

If you are making a formal complaint on behalf of somebody else, which requires investigation and a response in writing from the Chief Executive, we will require a signed and dated statement from that person, providing us with permission to investigate the complaint and to release confidential information to you. If the person is unable to provide consent, a member of the PALS team will be able to explain what you need to do.

If you are raising an informal concern, we will require verbal consent from the person on whose behalf you are raising concerns.

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

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

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

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 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.

What will happen next if I make a formal complaint?



- You will be given the opportunity to discuss your concerns
- Where appropriate, a member of the PALS team will agree the events and issues with you
- Your complaint will be summarised and acknowledged within three working days
- We will investigate the concerns you have raised on behalf of the Chief Executive
- The Chief Executive will provide you with a full written response within an agreed timeframe
- A member of the PALS team will keep you regularly updated