RAISING A CONCERN

We work hard to offer high standards of service and care at all times, however, things can sometimes go wrong. If this happens please tell us as we will do all that we can to put things right for you and to make sure that the same thing doesn’t happen again.

This leaflet explains what to do if you have a formal complaint about the treatment or care that you receive at the Oxford University Hospitals NHS Trust.

WHERE CAN I GET HELP?

The Patient Advice and Liaison Service (PALS) is available to help, support and assist patients, families and carers with any concerns about the Trust.

John Radcliffe Hospital
Tel: 01865 221473
Email: palsjr@ouh.nhs.uk

Churchill Hospital
Tel: 01865 235855
Email: palsch@ouh.nhs.uk

Horton General Hospital
Tel: 01295 229259
Email: palshh@ouh.nhs.uk

Nuffield Orthopaedic Centre
Tel: 01865 738126
Email: palsnoc@ouh.nhs.uk

Complaints Department
Tel: 01865 221728
Email: complaints@ouh.nhs.uk

WHAT IF I AM STILL NOT SATISFIED?

You can make a formal written complaint by letter or email to:
Chief Executive
Oxford University Hospitals NHS Foundation Trust
John Radcliffe Hospital
Headington
Oxford OX3 9DU
complaints@ouh.nhs.uk

WRITING A COMPLAINT

• Try to make your complaint as soon as possible after the event. This makes it easier for everyone to remember what happened.

• Please give as much information as you can; your name and address; your hospital number; the name of the doctor caring for you and the ward.

• If you are raising more than one concern, it helps to number each point. This helps us to make sure we answer all of your concerns.

• Please tell us what outcome you want from your complaint and whether you would like a meeting.

• If you are complaining on behalf of someone else, we will usually need a short letter, signed by them, confirming that they have given permission for us to provide you with details about their treatment or care.

• The fact that you have complained will not adversely affect your treatment and your complaint is not kept in your medical notes.

If you would like independent support and advocacy when making your complaint, you can contact:
SEAP
Oxford Office
PO Box 375
Hastings TN34 9HU
Tel: 0300 343 5718
Fax: 01865 725195
Email: oxfordshire@seap.org.uk

TALKING IT THROUGH

If you have a concern about your treatment or care, it is best to try to sort it out straight away. If you are an inpatient, or are visiting an inpatient, the best people to talk to are the nurse in charge on the ward or the Matron. If you are an outpatient, please ask the staff at any reception area to put you in touch with the appropriate person in charge.
WHAT HAPPENS NEXT?

• We take all concerns and complaints seriously and will conduct a thorough investigation. We will then respond to you as quickly as possible.

• We may contact you when we receive your complaint to discuss it further.

• We will formally acknowledge your complaint within three working days.

• We will do our best to give you a full reply as quickly as possible, usually within 25 working days.

• In our reply, we will try to tell you what action we are taking to make sure the problem you raised does not happen again.

• As an organisation, we are committed to learning from all the complaints we receive.

WHAT IF I AM STILL NOT HAPPY?

• If you are still not satisfied you can ask the Health Service Ombudsman to investigate. They will undertake an investigation into complaints where the NHS in England has not acted properly or fairly, or has provided a poor service.

The Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank
London SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk
phso.enquiries@ombudsman.org.uk

If you need an interpreter or need a document in another language, large print, Braille or audio version, please call 01865 221473.