

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.

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.

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: pals@ouh.nhs.uk

Churchill Hospital

Tel: 01865 235855

Email: pals@ouh.nhs.uk

Horton General Hospital

Tel: 01295 229259

Email: pals@ouh.nhs.uk

Nuffield Orthopaedic Centre

Tel: 01865 738126

Email: pals@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

