

Comments

You may not want to complain about any of our community services or the services at Tameside General Hospital, but you may have some comments or suggestions to make, about how you think something could be improved. If this is the case, please write your comments/suggestions in the space below and give this leaflet to a member of staff. Alternatively, you could post your comments to:

Tameside and Glossop Integrated Care NHS Foundation Trust
Chief Executives Department
Silver Springs
Fountain Street
Ashton under Lyne
OL6 9RW

Tel: 0161 922 4466

E-mail: palsandcomplaints@tgh.nhs.uk

You can use the 'Patient information' section of the Trust website to get more information or to raise Comments, Concerns, Compliments & Complaints

<http://www.tamesidehospital.nhs.uk>



**Tameside and Glossop
Integrated Care**
NHS Foundation Trust

Name:

Address:

Please supply name and address if you require a response. Thank you.

My comments/suggestions are.....

**Guide to submitting
Comments,
Concerns,
Compliments &
Complaints
about our hospital
and community
services**

اگر یہ معلومات بڑھ نہیں سکتے ہیں یا آپ کو اس کی کچھ نہیں آتی ہے تو براہ مہربانی تصفح کنندہ نم کے ساتھ ملنا توڑیں۔
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0161 331 5149/5150

اگر آپ اپنی معلومات یا خیالات کو کسی اور شخص کے ساتھ شیئر کرنا چاہتے ہیں، تو براہ مہربانی تصفح کنندہ نم کے ساتھ ملنا توڑیں۔
0161 331 5149/5150

Comments, Concerns, Compliments & Complaints

Most people are satisfied with the services they receive and are reluctant to complain if something gives them cause for concern or dissatisfaction.

However, Tameside and Glossop Integrated Care NHSFT welcomes constructive criticism of its services, as the information received is invaluable in order to improve the quality of services offered.

The following information is a guide to help you use and inform you of the complaints procedure at Tameside Hospital and for the community services we provide.

Concerns

Many concerns can be resolved with the person in charge of the area where the patient is receiving services. This is in everyone's interest, and staff will try to resolve concerns as quickly as possible.

If the issue cannot be resolved immediately, or the matter is of a more serious nature, please ask the member of staff dealing with your concerns for further advice.

By telephone

You can contact the PALS and Complaints Team and discuss your concerns and the PALS and Complaints Officer will agree a course of action with you.

Tel: 0161 922 4466

Email: palsandcomplaints@tgh.nhs.uk

Complaints

A complaint should be made as soon as possible after the incident/event has occurred. The time limit is generally twelve months. However, there are certain circumstances which may prevent a complaint from being made within this time limit, in which case the time limit may be extended at the discretion of the Chief Executive.

When the complaint is of a serious nature, or when a concern has not been resolved, a formal complaint can be made in writing to the Chief Executive at the address overleaf. This can be done by letter, email or fax. It can also be made verbally or dictated via sign language or interpreter (prior arrangements must be made if this is required).

If the complainant requires assistance to register their concerns, then a PALS and Complaints Officer or Healthwatch Tameside can assist in preparing and submitting the complaint.

Healthwatch Tameside

Tel: 0161 667 2526

Email:

NHSComplaints@healthwatchtameside.co.uk

On receipt of a complaint, an acknowledgement letter will be sent within two working days of receipt and a full investigation will take place. After the investigation, you will receive a response in the agreed timescale. Where this cannot be facilitated you will be contacted with an update and to agree a further timescale.

What if you are not satisfied with the response?

If you are dissatisfied with the initial response please contact us. Your concerns will be readdressed and following further investigation a response will be provided. If you still remain dissatisfied, you have the right to request an investigation by the Parliamentary & Health Service Ombudsman (PHSO)

Parliamentary & Health Service Ombudsman (PHSO)

Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Compliments

It is a great morale booster for our staff when patients, or their relatives, take the time to write to us in appreciation of the treatment and care they have received. Such correspondence is always recorded centrally, acknowledged and passed on to the staff concerned.