

# Compliments, Complaints and Suggestions

Whiston Hospital  
Warrington Road,  
Prescot, Merseyside, L35 5DR  
Telephone: 0151 426 1600

St Helens Hospital  
Marshalls Cross Road  
St Helens Merseyside  
WA9 3DA  
Telephone: 0151 426 1600

This leaflet can also be provided in  
Braille, audiocassette, large print  
and other languages upon request.

Please contact Patient Advice and  
Liaison Service (PALS)  
Telephone: 0151 430 1376  
Email: [pals@sthk.nhs.uk](mailto:pals@sthk.nhs.uk)



This leaflet can be made available  
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式  
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona  
w innych językach/formatach.

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## Introduction

As one of the country's largest teaching trusts, we have highly skilled teams who offer a wide range of services at our two main hospitals; Whiston and St Helens, as well as from a number of community locations.

As a Trust, our vision is to provide 5 star patient care. We strive to meet the best standards for professional care, whilst being sensitive and responsive to the needs of individual patients.

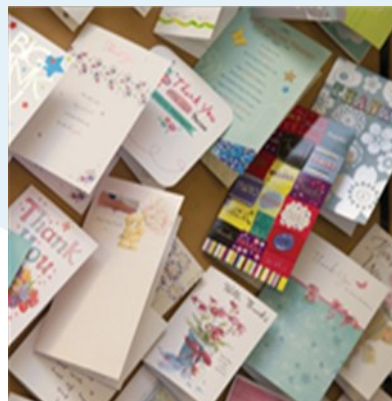
Your treatment, safety and comfort are of paramount importance to us and we will do all we can to make your stay as pleasant as possible.

## Compliments and Suggestions

We are always delighted to hear from patients, family members and visitors who are satisfied with our service. These messages are an encouragement to all groups of staff who contribute to the care of our patients.

Many patients share their compliments with us by means of a card or a letter, but you can also provide compliments and suggestions by responding to the Friends and Family Test survey; this will be either on a card that you are given, via the online survey or by a text or interactive voicemail message you receive.

Alternatively, you can send a message via the Ask Ann section of our website at [www.sthk.nhs.uk](http://www.sthk.nhs.uk) or via NHS Choices: [www.nhs.uk](http://www.nhs.uk)



**St Helens residents** are to contact:-

Healthwatch St Helens  
Tel No: 0300 111 0007,  
or email  
[info@healthwatchsthelens.co.uk](mailto:info@healthwatchsthelens.co.uk)

**Halton residents** are to contact:-

Healthwatch Halton  
Tel No: 0800 1617600  
or email  
[advocacy@ecstaffs.co.uk](mailto:advocacy@ecstaffs.co.uk)

## What about confidentiality?

Everyone in the NHS has a duty to protect confidentiality.

All information relating to your complaint is stored securely and separately from your health records. However, in order to complete a full investigation into your complaint it may be necessary to allow suitably authorised NHS professionals access to your health records or those of the patient. If you are unhappy with this or wish to discuss this further please, contact the Complaints Department.

Tel: 0151 430 1167 or 0151 430 1427

Email:

[complaintsteamDL@sthk.nhs.uk](mailto:complaintsteamDL@sthk.nhs.uk)

## Freedom of Information Act

The Freedom of Information (FOI) Act is a law that gives people the general right to see recorded information held by public authorities. If you have submitted an FOI request and are unhappy with the response you have been given, you have the right to complain under the Trust's formal complaints procedure. Information on your rights under the Freedom of Information Act is available at

[www.ico.org.uk](http://www.ico.org.uk)



## What happens if I am detained under the Mental Health Act?

Patients who are detained under the Mental Health Act 1983 have the same rights as other NHS patients to complain about their treatment and care.

The Care Quality Commission can provide advice and assistance to those who require additional help making a complaint against a health service.

You can contact:

CQC National Customer Services Centre, Citygate, Gallowgate, Newcastle-Upon-Tyne, NE1 4PA  
Telephone: 03000 61 61 61



## Where can I find independent support?

If you would like independent help and support to make a complaint, you can contact:

### **Healthwatch Independent Complaints Advocacy (HWICA)**

**Knowsley residents** are to contact:-

Advocacy Together Hub Knowsley  
Based in Halewood Leisure Centre  
Baileys Lane  
Halewood  
Merseyside  
LS26 0TY  
Tel. 0151 486 4045  
Mobile. 07484935748  
[Knowsley-advocacy@together-uk.org](mailto:Knowsley-advocacy@together-uk.org)

**Liverpool residents** are to contact:-

Anna Reid  
Healthwatch Advocate  
Healthwatch Liverpool  
4<sup>th</sup> Floor 151 Dale Street  
Liverpool  
L2 2AH  
Tel. 0300 77 77 007  
[enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)

## Complaints

We hope your experience of the Trust is a positive one, but with thousands of patients coming through our doors every year, we recognise that we do not always get it right.

If you have concerns about any aspect of your treatment or care, no matter how small, we want to know about it as soon as possible so that we can make any necessary changes.

### Making a complaint

The first person to discuss your concern with should be a member of staff, your health professional or ward manager. They will endeavour to resolve your concern as soon as they can.

If you would prefer to speak to someone else, you can contact the Trust's Patient Advice and Liaison Service (PALS)  
[pals@sthk.nhs.uk](mailto:pals@sthk.nhs.uk)

Telephone: 0151 430 1376

Our PALS team are available between 8.30am and 5.30pm, Monday to Friday. If the team are busy dealing with other patients during this time, you can leave your contact details with our receptionist and we will contact you as soon as possible about your concern. You can also leave a message on the PALS answerphone service and you will receive a telephone call back at the earliest opportunity (this may be on the next working day). Alternatively, you can contact our Complaints Team directly by email:

[complaintsteamDL@sthk.nhs.uk](mailto:complaintsteamDL@sthk.nhs.uk)

Please note if your complaint requires an **immediate** response, please contact the hospital Duty Manager via a member of staff or through the hospital Switchboard on 0151 426 1600.



## Making a formal complaint

Putting your concerns in writing means the Trust will treat it as a formal complaint and will acknowledge your correspondence within three working days of receiving it. An investigation will then be carried out and you will be informed of the outcome. You can make a formal complaint by:

- Writing a letter
- Emailing the Trust
- Completing an online form on our website
- Speaking to the PALS team and telling them you wish to make a formal complaint

### **Please write to:**

Ann Marr,  
Chief Executive,  
St Helens and Knowsley  
Teaching Hospitals NHS  
Trust, Whiston Hospital,  
Warrington Road, Prescot,  
Merseyside,  
L35 5DR.

email:  
[complaintsteamDL@sthk.nhs.uk](mailto:complaintsteamDL@sthk.nhs.uk)

or complete a form on our  
website: [www.sthk.nhs.uk](http://www.sthk.nhs.uk)

## What information will I need to include?

- An outline of the complaint: including as many details as possible e.g. dates, times, places and names of staff; names of wards and department areas;
- The patient's full name and address, date of birth, hospital number/ NHS number (if known), telephone number and/ or email address;
- Any thoughts you may have about reaching a satisfactory resolution.

If you are complaining on behalf of someone else, we will need all the details listed above. Please also tell us:

- What your relationship to the patient is, as we will need their signed consent to be able to respond to you.

## When should I complain?

You should complain as soon as possible after you notice a problem. The NHS only investigates complaints made under the NHS Complaints (England) Regulations 2009 within twelve months of the event happening, or within twelve months of you realising you need to complain - ideally this should not be more than one year from the event happening. These time limits, however, can be waived if there are good reasons why you could not make the complaint sooner.



## What happens after making a formal complaint?

Every issue the team deals with is different and, therefore, some cases will take longer than others to thoroughly investigate in order to provide you with an open, honest and comprehensive response. The complaints regulations allow up to six months to provide a response, although we will do all we can to provide you with your response within 30 working days. However, should this not be possible, we will keep you informed of progress, any reasons for the delay and agree an extended timescale.

When the investigation is complete we will write to you explaining any actions taken. You are welcome to come and discuss your concerns with the investigating manager at any stage of the complaints process.