We are committed to giving you the highest standards of care and service. We welcome any feedback so that we know what works and what improvements we need to make. We also invite you to ask any questions or come to us for advice. We welcome the views of patients, carers, friends and relatives about your experiences of using and visiting our services.

1. If you have feedback or a concern about our service, talk first to the staff involved.
2. You can also contact the Patient Advice and Liaison Service (PALS) who provide advice, information and support in resolving any concerns.
3. If you have a concern we have not been able to resolve, you can contact our Complaints Team to make a complaint.

1. **Talk to us**

We are happy to receive compliments or feedback about your experiences and the care you have received. If you have any questions or concerns about any part of our service, you should talk to a member of staff in the relevant department or ward. They will try to resolve your problem as quickly as possible.

**How can I give positive feedback?**

We are always glad to hear about what we have got right and we pass on your comments to the staff involved.
Compliment? Concern? Complaint?

- You can fill out our patient opinion cards, which you will find outside every ward, and post them into the white boxes provided.
- You can also write directly to the people involved in your care.

We have many other ways you can provide us with feedback. Look out for these around the hospitals, in community clinics and on our website.

Who do I speak to if I have a concern?
On the ward you can talk to a ward manager or senior nurse on duty. In other areas you can ask to see the person in charge.

2. Patient Advice and Liaison Service (PALS)

By contacting PALS you can talk to someone who is not involved in your care. You can ask questions, get advice or give your opinions. PALS aims to:

- Provide advice and support to you, your family and carer(s).
- Provide information on NHS services.
- Listen to and act on your concerns, suggestions or comments.
- Provide advice on how to express your concerns or complaints.
- Help to resolve your concerns by liaising with the ward or department involved on your behalf.
- Pass on positive feedback to the relevant members of staff working in that area.

PALS can help to resolve your concerns informally but is not part of the formal complaints process.

To make a formal complaint, please read section 3 of this leaflet (page 5).
How can I contact PALS?

To contact PALS, you can:

- **Phone:** 0121 507 5836, 10am – 4pm, Monday – Friday. Please leave a message if the line is engaged or if you are calling outside these times.

- **Email:** swb-tr.pals@nhs.net

- **Fill in the online complaints form:**
  www.swbh.nhs.uk

- **Visit the PALS team at City Hospital** between 10am and 4pm, Monday – Friday, or phone the office to arrange an appointment. The team can be found at:

  PALS
  Birmingham Treatment Centre (ground floor)
  City Hospital
  Dudley Road
  Birmingham
  B18 7QH

- **Complete the feedback form and:**
  - Hand it to a member of staff
  - Post it to the PALS address above
  - Fax it to PALS on 0121 507 5893
  - Scan it and email it to the email address above.

- **Put the feedback form in one of our red boxes.** These boxes are situated outside the PALS office at Sandwell Hospital (near the main reception), in A&E at Sandwell Hospital, in the main reception at Rowley Regis Hospital, outside the Patient Information Centre in the Birmingham Treatment Centre at City Hospital and at Birmingham and Midland Eye Centre at City Hospital.

A member of the PALS team will aim to get back to you within 2 working days.
3. Making a complaint

If we haven’t been able to resolve your concerns, you can make a complaint. We will investigate the complaint and respond to you as soon as we can. We might ask you to meet with us to talk through your concerns. Where we need to put things right, we will.

Who can complain?
Anyone who is receiving, or has received NHS treatment or services can complain. You can complain for yourself, a friend or a relative, but you must have their permission. If the patient is deceased, young or very ill then you need consent from their next of kin.

How can I make a complaint?
To make a complaint you can:

- **Complete the attached feedback form and post it to:**
  Complaints Department
  Sandwell & West Birmingham Hospitals NHS Trust
  City Hospital
  Dudley Road
  Birmingham
  B18 7QH

- **Fill in the online complaints form:**
  [www.swbh.nhs.uk](http://www.swbh.nhs.uk)

- **Phone the complaints department:** 0121 507 4346, 10am – 4pm, Monday – Friday. Please leave a message if the line is engaged or if you are calling outside these times.

- **Email your complaint to:** [swbh.complaints@nhs.net](mailto:swbh.complaints@nhs.net)
Compliment? Concern? Complaint?

What information should I include?
You should be specific about your complaint and what you would like us to do to resolve it. Please include the following information:

- the patient’s full name, date of birth and if possible, their hospital number;
- your contact telephone number and an email address if you have one;
- what happened and why you are unhappy;
- the name of the staff involved, if known;
- the ward or department concerned; and
- the date and time that the event occurred.

When can I make a complaint?
You should make your complaint as soon as possible and not more than 12 months after the events. This is because it is easier for us to investigate while events are fresh in people’s memories. We may be able to look into things which happened more than 12 months ago if there is a genuine reason why you could not make a complaint sooner.

I am worried that making a complaint will affect my care. Will the staff treat me differently?
No. All of our staff are encouraged to be open and respond positively to complaints. Making a complaint will not have a negative effect on your care. If you have any concerns about this, please talk to our PALS team.

Where can I get help in making my complaint?
The Independent Complaints Advocacy Service (ICAS) provide free and independent advice about the NHS complaints process. You can contact them on:

Tel: 0300 456 2370  Email: pohwer@pohwer.net
Minicom: 0300 456 2364  Website: www.pohwer.net
Fax: 0300 456 2365
Address: PO Box 14043, Birmingham B69BL
Compliment? Concern? Complaint?

What can I do if I am not happy with the response?
If you are not happy with the response we give you, you can tell us why and explain what else you want us to do. If, once we have done all we can, you are still unhappy, you can complain to the Health Service Ombudsman at:

Health Service Ombudsman
Millbank Tower, Mill Bank, London
SW1P 4QP
Tel. 0345 015 4033
8.30am – 5.30pm, Monday – Friday
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Further information

Care Quality Commission
The Care Quality Commission (CQC) is the independent regulator for all health and social care services in England and can be contacted for information and advice. You can also give them feedback about your experience of health and social care services, although the CQC cannot investigate individual complaints.

Tel: 03000 616161       Monday – Friday, 8.30am – 5.30pm
Fax: 03000 616 171       Website: www.cqc.org.uk

Address:
CQC National Correspondence
Citygate
Newcastle upon Tyne
NE1 4PA

For more information about our hospitals and services please see our websites www.swbh.nhs.uk and www.swbhengage.com, follow us on Twitter @SWBHnhs and like us on Facebook www.facebook.com/SWBHnhs.

This information is available in different languages on our website www.swbh.nhs.uk.

Images used from the NHS photo library.
Your views matter
Information and advice for patients, relatives and visitors

Compliment? Concern? Complaint?

Feedback form

Complete this form to pay us a compliment, contact PALS or make a complaint.

If you would like a personal reply, please fill in your details.

Patient Details
Title: Mr / Mrs / Ms / Miss  Other: ____________________________

Full name: __________________________________________________________

Hospital number (if known): __________________________________________

Address: __________________________________________________________

________________________________________________________ Postcode: ______

Telephone number (incl. area code): _____________________________________

Mobile number: ______________________________________________________

Date of birth: _________________________________________________________

Email address: _______________________________________________________  

If you are completing this form for somebody else, please give your details below:

Relationship to patient: ________________________________________________

Title: Mr / Mrs / Ms / Miss / Other: _____________________________________

Full name: __________________________________________________________

Address: __________________________________________________________

________________________________________________________ Postcode: ______

Telephone number (incl. area code): _____________________________________

Mobile number: ______________________________________________________

Email address: _______________________________________________________
Your views matter
Information and advice for patients, relatives and visitors

Compliment? Concern? Complaint?

Your compliment, concern or complaint:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

If you are completing this form on behalf of someone else and you are making a complaint, they need to complete this section.

I confirm that I wish Mr/Mrs/Miss/Ms ______________________ to make a complaint on my behalf. I give permission for Sandwell and West Birmingham Hospitals NHS Trust to release personal information about me to them. I understand this means that details about my medical condition and treatment may be shared with them. I realise that I don’t have to sign this form if I don’t want to.

Signed: ______________________ Date: ______________________

If you are completing this form on behalf of someone who is not able to give their consent, please explain why they are unable to do so below:

________________________________________________________________________
________________________________________________________________________

Your relationship to the patient: ____________________________________________

Signed: ______________________ Date: ______________________

Thank you very much for providing your feedback and helping us improve our services.
Once you have completed this form you can:

- Hand it to a member of staff,
- Give it to a member of the PALS team in the Birmingham Treatment Centre at City Hospital,
- Put it in one of our red boxes. These boxes are situated outside the PALS office at Sandwell Hospital (near the main reception), in A&E at Sandwell Hospital, in the main reception at Rowley Regis Hospital, outside the Patient Information Centre in the Birmingham Treatment Centre at City Hospital and at Birmingham and Midland Eye Centre at City Hospital.
- Post it to:
  Complaints Department
  Sandwell & West Birmingham Hospitals NHS Trust
  City Hospital
  Dudley Road
  Birmingham
- Scan it and email it to: swbh.complaints@nhs.net

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5420 or email: swb-tr.swbh-gm-patient-information@nhs.net