

Patient Information

Information on how to make a complaint

This is your hospital and the staff at George Eliot want to offer care that meets the needs of all out patients and their families. We want to deliver a high quality service but also realise that on occasion, things do not go well as we would like and that you may need to raise concerns with us.

If the care or treatment is current the staff within the service would value the opportunity to try and help. In these instances please speak with the ward or department manager as we do not want you to take your troubles home with you. It may be that you want to make a comment or provide feedback and this can be done by contacting the Patient Advice and Liaison Service (PALS).

Some issues however, require an investigation and if you want to make a formal complaint you can contact us by email, telephone or post. When you put your complaint in writing it helps us to better understand your concerns.

Please include:

- Your name and address
- The patient's full details
- Your contact number
- A list of points/questions you would like us to help with.

PALS can help with complaints made verbally or you can also contact your local Independent Complaints Advocacy Service (ICAS).

Care will not be compromised by making a complaint, but please let the Complaints Service or PALS know if you have any concerns.

Time limit

Your complaint needs to be made as soon as possible. This will benefit the investigation as circumstances will hopefully be easier to recall.

Please bear in mind that complaints should generally be made:

- within 12 months of the issue or
- within 12 months of becoming aware of the issue.

A complaint can be made by:

- the patient who is receiving or has received care from us
- any person who is affected, or likely to be affected by an action, omission or decision made by us.

If a complaint is made on behalf of a patient we will need the patient, or their personal representative to assist with written consent before the investigation can commence. This is to protect patient confidentiality.

On receipt we will acknowledge your complaint within three working days. We will then aim to investigate and respond to your concerns within 25 working days. If the issues are more complex, the investigation can take up to three months to complete and you will be advised of this.

The written response will be signed on behalf of or by the Medical Director and the Chief Executive. It is hoped that the reply will address your complaint and provide reassurance that we have fully investigated the issue. If however, you are unhappy with the response, please write back detailing your ongoing concerns so that we can try and help to resolve these either with a further letter or a meeting.

As a Trust we want to bring about a satisfactory resolution of your complaint, but if you think we have not achieved this in our response you can contact the Parliamentary and Health Service Ombudsman to request a review of your complaint. Please understand that they normally only consider complaints that have in the first instance been investigated by the hospital.

Contact details to help you take your concerns forward

Patient Advice and Liaison Service (PALS)

George Eliot Hospital NHS Trust
College Street
Nuneaton
CV10 7DJ
024 7686 5550
pals@geh.nhs.uk

Independent Complaints Advocacy Services (ICAS) in the area:

VoiceAbility:

0300 222 5927
CWadvocacy@voiceability.org

PohWER Leicestershire

0300 456 2370
pohwer@pohwer.net

Healthwatch Coventry:

024 7625 2011
info@healthwatchcoventry.co.uk

Healthwatch Staffordshire:

0800 051 8371
enquiries@healthwatchstaffordshire.co.uk

Complaints Service

George Eliot Hospital NHS Trust
College Street
Nuneaton
CV10 7DJ
024 7686 5545
complaints@geh.nhs.uk

Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
0345 015 4033
www.ombudsman.org.uk/making-complaint

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George Eliot Hospital is a smoke free environment. For help and advice to stop smoking you can call the national helpline on 0300 123 1044 or visit: <https://quit4good.warwickshire.gov.uk/>

The Trust has access to interpreting and translation services. if you need this information in another language or format please contact 024 7686 5550 and we will do our best to meet your needs.

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College Street
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Telephone: 024 7635 1351
Email: enquiries@geh.nhs.uk

