

A Guide to:

Giving a Compliment

Passing on a Comment

Raising a Concern

Making a Complaint

Introduction

Kettering General Hospital NHS Foundation Trust views the experience of our patients as the heart of everything we do.

We are committed to making sure you get the right, high quality treatment at the right time.

This is reflected in our patient promise:

“We will always treat you as an individual, always working together, always there for you, always caring for you and always improving”

We want to know what you think of our services. This is important to us, as it enables us to develop and improve our services and the care that we provide.

This leaflet explains how you can:

- **Give a compliment**
- **Pass on a comment**
- **Raise a concern**
- **Make a complaint**

All comments, concerns and complaints we receive are treated confidentially and sensitively.

You can be assured that by raising a concern or making a complaint, the care or treatment you receive will not be affected.

How do you give a compliment?

You can share your positive feedback with us by contacting the Quality Governance Department (details on page 5).

You can also send us a compliment via the NHS Choices website: www.nhs.uk

All positive feedback is shared with the individuals and areas highlighted.

How do you pass on a comment or raise a concern?

If you are not happy with the care you, your spouse/civil partner/relative are receiving then please let us know. If there is something that can be done to help you straight away, we will do it. We want to resolve any issues you might have by talking to the right person at the earliest possible time.

All staff are here to help and are happy to listen to your comments and concerns. First of all we would suggest that you speak with the nurse or manager in charge of the area. They are in the best position to help you and can take immediate action.

Patient Advice and Liaison Service (PALS)

If you would prefer to speak to somebody other than the ward manager or nurse in charge, you can contact our Patient Advice and Liaison Service. PALS staff are available to assist with problems and will speak with other staff on your behalf.

The role of PALS is to provide advice to patients, spouses, civil partners, carers, and relatives.

There are several ways you can contact PALS:

- Phone **01536 493305** (9.00am-5.00pm Mon-Fri, excluding weekends and public holidays)
- Email: pals@kgh.nhs.uk
- Visit the PALS office next to main reception of the Hospital
- You can ask a member of staff to contact PALS on your behalf
- You can write a letter:



PALS Office
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
Northants NN16 8UZ

How do you make a complaint?

If we are unable to resolve your concerns immediately, or you remain unhappy about the situation, you can complain to the Trust.

You can contact:

- **Quality Governance Department**
2nd Floor Thorpe House
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
NN16 8UZ
Phone: 01536 492173 (9.00am-5.00pm Mon-Fri)
Email: complaints@kgh.nhs.uk
- **The Chief Executive**
Glebe House
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
NN16 8UZ

Alternatively, you can contact:

- **Northamptonshire Teaching PCT**
Francis Crick House
6 Summerhouse Road
Moulton Park Industrial Estate
Northampton
NN3 6BF

What will happen then?

On receipt of your complaint a member of staff will contact you within 3 working days. This is to discuss how you would like your complaint answered. For example, by letter, a meeting with staff or by a telephone call. We will agree with you an investigation plan and a timescale for our response.

Once an investigation into your complaint, has been completed we will respond to you, explaining what steps we have taken. The outcome of these, and any action we are taking to improve or prevent the problem from happening again will be outlined to you.

We are committed to learning from the complaints and concerns raised. This information will be passed to the Trust Board and the appropriate ward or area for their action.

Independent Support

If you need help in making a complaint, the Independent Complaints Advocacy Services (ICAS) can help. ICAS provides free independent advice and support for people making complaints.

- Carers federation (ICAS)
Leicester ICAS
The Business Box
2 Oswin Road
Braunstone
Leicester LE3 1HR
Phone: 0808 802 3000 (9.00am-5.00pm, Monday to Friday,
freephone to landlines and mobiles)

What if you are not happy with the outcome?

The Trust will do its best to resolve your complaint. However, if you are unhappy with our response please let us know. We will take further action as necessary.

If you remain unhappy with the outcome you can contact the Parliamentary and Health Service Ombudsman. They are completely independent from the NHS and the Government.

Ways to contact the Parliamentary and Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Helpline: 0345 015 4033 (8.30am-5.30pm Mon-Fri)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Alternatively, you can contact the Care Quality Commission:

Care Quality Commission
City Gate
Gallowgate
Newcastle-Upon-Tyne
NE1 4PA

Further Information

Further information about the Trust is available on the following websites:

- www.kgh.nhs.uk (Hospital website)
- www.nhs.uk (NHS Choices website)

Please remember that if you are making a complaint on behalf of somebody else, we will need that person's consent to proceed with a formal complaint.

If you need this information in another format or language, please telephone 01536 492510.

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KGH - www.kgh.nhs.uk | NHS Choices - www.nhs.uk

