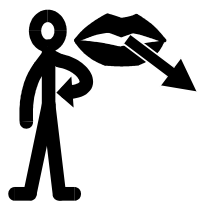


# How to make a comment or complaint



Easier read leaflet

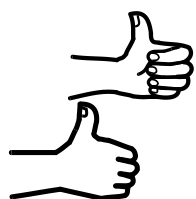
## Making a comment



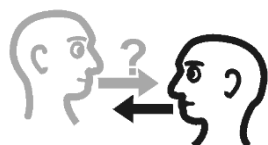
We would like you to tell us what you think of our hospitals and the care you have received from us.



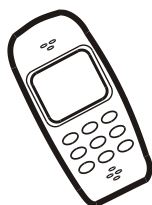
Please tell us if you think we can do things better.



If you have had a good experience, we would like you to hear about it.

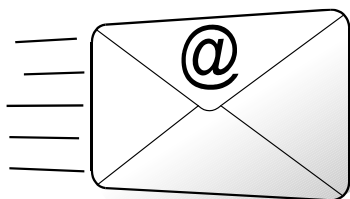


To give us your comments, you can speak to someone at the **Patient Experience Team (PET)**



You can phone PET on

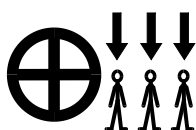
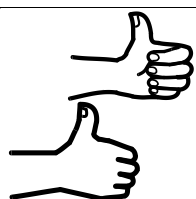
**01623 672222**



You can email

[sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

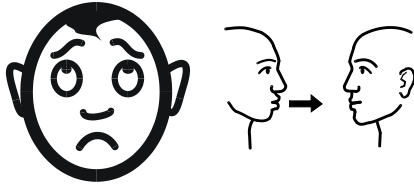
## What to do if you are not happy with the care or treatment you receive



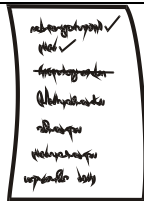
The hospital hopes to give good care to **all patients**.



Sometimes things go wrong.



If you are not happy with how you have been treated, you should tell us as soon as possible.

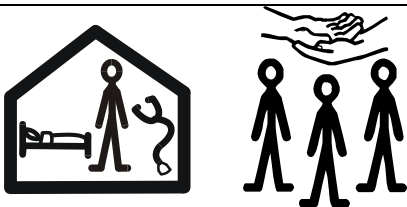


This leaflet will tell you:

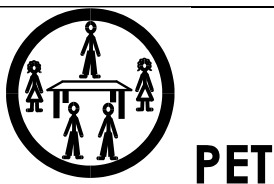
- How to complain
- What you need to do
- Who can help you

## How to make a complaint

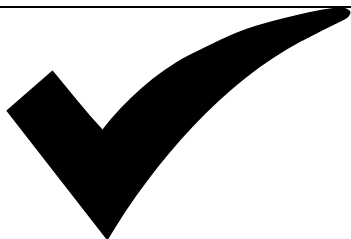
### What to do first



If you are not happy you should speak to the hospital staff caring for you. Often things can be put right this way.



If you want to talk about the problem with someone else in the hospital, you can contact PET – the Patient Experience Team.

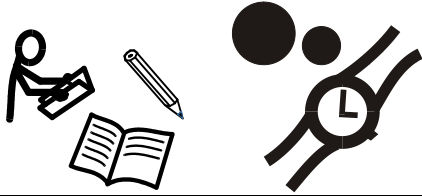


PET can speak to the ward or department and try to put things right.

## If you are still unhappy



A **formal** complaint can be made.



Write your letter or email as soon as possible.



**Make sure you write** your name, address, date of birth.



We will find out what went wrong and reply properly within an agreed timescale.

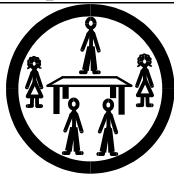
## Time limits

**12**



The hospital will only look at complaints that are made within **12 months** of there being a problem highlighted.

## If you need help to make a complaint



**PET**

**OR**

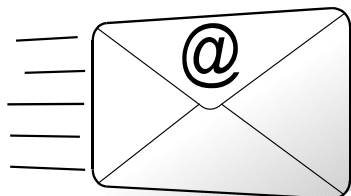
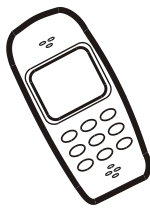
**POhWER**  
advocacy, making your voice heard

**Please** speak to Patient Experience Team

Or

POhWER

**POhWER**  
advocacy, making your voice heard

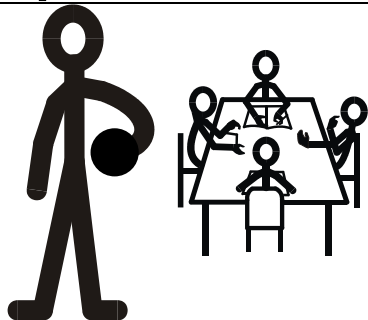


POhWER are an advocacy service they offer advice and they are not part of the hospital.

**Phone: 0300 020 0093**

**EMAIL: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)**

## If you are unhappy with the hospital's reply



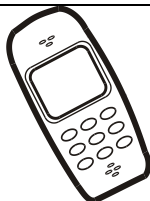
 **Parliamentary  
and Health Service  
Ombudsman**

You can ask for a review of your complaint from people outside the hospital.

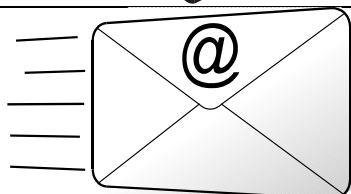
The people who will review are called the **Parliamentary and Health Service Ombudsman**



**You can write to them at:**  
Parliamentary and Health  
Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP



**Tel: 0345 015 4033**



**[Phso.enquiries@ombudsman.org  
.uk](mailto:Phso.enquiries@ombudsman.org.uk)**

## Further sources of information

NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)

Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

## Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you.

External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

<p>To be completed by the Communications office Leaflet code: PIL202301-05ER-CCER Created: August 2015/ Revised: January 2023 / Review Date: January 2025</p>
---