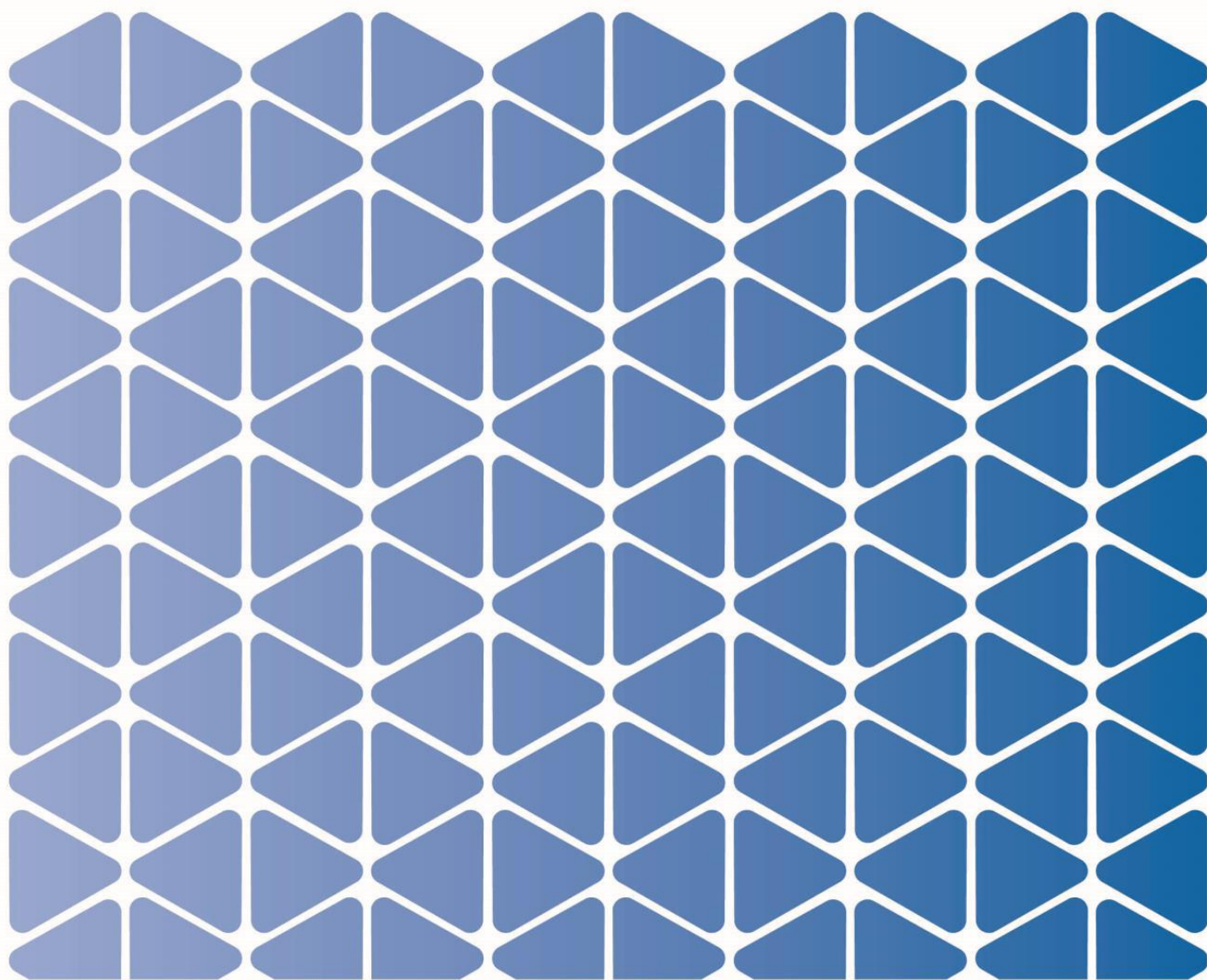




PATIENT INFORMATION

PATIENT EXPERIENCE



At Worcestershire Acute Hospitals NHS Trust we are committed to providing the best care and services possible. We are constantly looking at ways to improve what we do. To help us with this we are asking all our patients to tell us about their experiences and let us know how we are doing.

How to give us your feedback

There are several ways to give us your feedback:

- **This leaflet**

Complete and tear off section attached to this leaflet and give to a member of staff or post it to our Patient Experience Team

Worcestershire Acute Hospitals NHS Trust, Kings Court, Charles Hastings Way, Worcester WR5 1DD

- **By email**

- wah-tr.pals@nhs.net

- **Friends & Family Test**

All patients are encouraged to complete the Friends and Family Test before leaving the hospital. Collection boxes are located in all areas or return them to a member of staff. You can also complete these via text. Please ask a staff member if you or your family would like to complete during your stay or on being discharged from hospital.

- **Postal Surveys**

- We take part in a number of national surveys each year so we that we can compare how we are doing with other Trusts. A small, random sample of patients will be contacted and asked to complete a survey.

- **Online**

You can leave feedback online at NHS Choices (www.nhs.uk) or Patient Opinion (www.patientopinion.org.uk)

- **Healthwatch Worcestershire**

Healthwatch is an independent consumer champion, giving the public, patients and users of health and social care services in Worcestershire a voice.

www.healthwatchworcestershire.co.uk

01386 550264

Info@healthwatchworcestershire.co.uk

An answerphone operates outside office hours or when staff are engaged with another patient or on another call.

Your feedback

Complete your details on this side and your comments overleaf. Detach this section and either post to the Patient Experience Team (address overleaf) or hand to a member of staff who will post it for you.

Name:

Address:

Telephone no: _____

Email address:

Date of visit: _____

Ward or dept details:

Are you a:

Patient

Carer / Relative

Visitor

Staff

We respect your privacy and any details given will be stored electronically in accordance with the Data Protection Act 2008 and the NHS Code of Confidentiality 2003.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.