Raising a concern or making a complaint

We will do everything that we can to ensure that you receive the best standards of care.

Sometimes, we may not achieve this or meet your expectations.

Should this happen, we will try our best to put things right, and to learn from your complaint to make sure that the same thing does not happen again.
What if I am concerned about the treatment or care received?
If you are unhappy about the care or treatment you or a family member has received, please ask to speak to the person in charge of the ward or department concerned.
They may be able to resolve the matter straight away or could put you in touch with a more senior member of clinical or managerial staff.
If you are still unhappy you can contact the Matron who has responsibility for the ward or department.
Please phone our switchboard and ask to speak to the Matron for that area.
You may prefer to contact the Patient Advice and Liaison Service (PALS) to assist you.

What is the Patient Advice and Liaison Service (PALS)?
PALS can talk to hospital staff on your behalf. They can refer you to advisory services should you need them and if needed can refer you to the complaints team.
They are based on the ground floor at Hillingdon Hospital.
Services provided between 09:00 and 17.00 Monday to Friday are:
  • On the spot problem resolution
  • Advice and information about the Trust.

Contact details
Email: PALS@thh.nhs.uk
Address: PALS, The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road, Uxbridge, Middlesex, UB8 3NN
Telephone: 01895 279973 (answerphone at times)
Messages left will be responded to on the next working day.

What if I am not satisfied with the initial response to my concerns?
If you are still not satisfied with the response that you receive, you have a right to make a formal complaint.
This will not affect your hospital treatment in any way.
How do I make a formal complaint?
Please give as much relevant information as you can, including your name and address, and if possible your hospital number or date of birth.

Contact Details
Email: complaints@thh.nhs.uk
Address: Complaints Management Unit, The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road, Uxbridge, Middlesex, UB8 3NN
Telephone: 01895 279497/01895 279716

Confidentiality
If you are making a complaint on behalf of someone else, we will require their written consent for their information to be shared with you (to comply with the Data Protection Act 1998).

When we look into your complaint we may need to refer to your health records. If you do not want us to do this, please advise us, but this may limit our ability to deal with your complaint.

If your complaint is not just about our Trust we can liaise with other healthcare providers on your behalf, such as the Ambulance Service, or other hospitals, but will need your permission first.

Where can I get support to make a complaint?
The NHS Complaints Advocacy Service is a free independent service that can help you make a complaint about the National Health Services (NHS).
For details of your local office please call their helpline on 0300 330 5454 or www.nhscomplaintadvocacy.org

What happens when your complaint is received?
The complaints team will acknowledge receipt of your complaint.
We may need to contact you for further information or to obtain consent.
We will ask the most relevant department to investigate the issues raised and respond to you.
We will aim to respond to you within 30 working days of receipt, with a formal letter from our Chief Executive.
If the response will take longer, then this should be discussed with you. You can contact the complaints department if you are concerned about the progress of your complaint.
What if I am not satisfied with the response?
You can ask us:

• To clarify points or ask us to give you further information.
• To arrange a meeting to discuss your ongoing concerns. You can bring a relative, friend or representative.
• To look at your complaint again.

The Parliamentary and Health Service Ombudsman
If you are not happy with our final response, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman. The service is confidential and free, but they will only consider your case if it has been investigated thoroughly by us.

Contact Details:
Email: phso.enquiries@ombudsman.org.uk
Address: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QR
Telephone: 0345 015 4033
Website: www.ombudsman.org.uk

Other useful contacts:
NHS Choices
Website: www.nhs.uk/aboutNHSChoices

The Patients Association
Email: helpline@patients-association.com
Telephone: 020 8423 9111 or 0845 608 4455

This leaflet can be provided in audio, large print or translated into other languages. Please contact the complaints team and we will respond to your request.