

How to complain

Easy Read Leaflet

(All symbols copyright © LYPFT)

I'm not happy with my care



Sometimes the hospital can get things wrong.

This can make you feel unhappy or worried.

What should I do?



Please tell one of the staff at the hospital who are looking after you.

This might be a nurse, a doctor, or a physiotherapist.

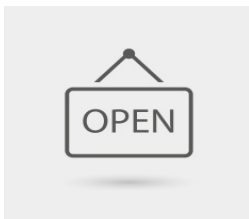
I don't want to tell the nurses or doctors

If you want to talk to someone else, you can contact the **Patient Advice and Liaison Service (PALS)**.



You can visit the PALS office.

If you are a child, ask a nurse or parent to come with you to the office.



The offices are open:

9.00am – 5.00pm

Monday to Friday



You can phone PALS on:

01622 224960

If no-one answers, please leave a message with your name and phone number.

We will call you back as soon as we can.

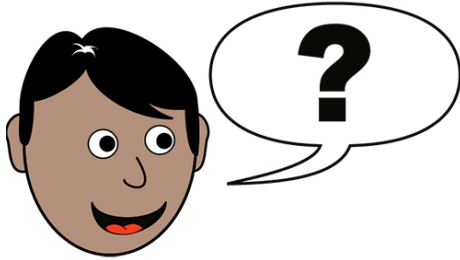


You can email PALS at:

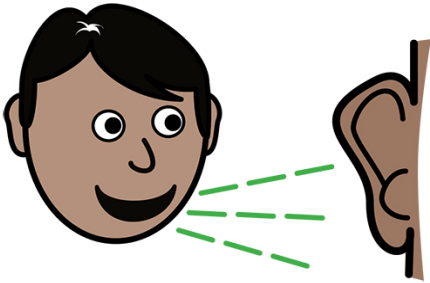
mtw-tr.palsoffice@nhs.net

What will PALS do?

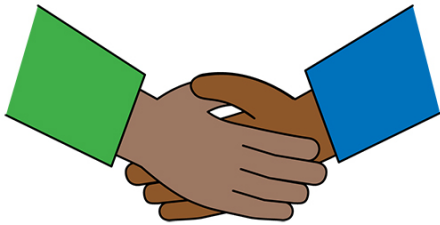
PALS are there to help patients, visitors and relatives.



They will ask you what's wrong.



They will listen to you.



They will explain what they are going to do and make sure you are happy with the plan.

What if PALS can't help me?

If PALS can't help you, they might ask our complaints team to look into what has happened.

They might suggest you contact someone else. This might be another hospital, your GP or another support service.

If you need help with this, you can contact:

SEAP (Support, Empower, Advocate, Promote)



SEAP Advocacy
PO Box 375
Hastings
TN34 3UY



0330 440 9000



info@seap.org.uk

Will I get in trouble if I complain?

No. You are allowed to tell us if you are unhappy and you are allowed to complain.

Where can I get more information?

You can visit our website:

www.mtw.nhs.uk/patients-visitors/talk-to-us/

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the PALS Team. We will do our best to arrange this.

Issue date: December 2017

Review date: ~~December 2020~~

Database reference: RWF-GQU-PAL-LEA-PAT-1 © MTW NHS Trust