

PALS

The Patient Advice & Liaison Service is situated on the ground floor in **Grosvenor Wing**, or you can call them on: **020 8725 2453**

PALS can provide on the spot help for patients, families and friends when and where you need it.

Independent Complaints Advocacy Service

ICAS is an independent local health organisation, and will be able to advise you as to the options for further action and can also liaise with the Trust on your behalf to try and help resolve your concerns. You can contact them on:

Tel: 0845 120 3784

Alternatively, you will find details of your nearest advocacy service in the telephone book at your local library or from directory enquiries.



Complaints & Improvements
St George's Healthcare NHS Trust
St George's Hospital
Blackshaw Road
London, SW17 0QT

Tel: 020 8725 3492 or 020 8725 1609
Website: www.stgeorges.nhs.uk

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Complaints & Improvements Department
St George's Healthcare NHS Trust
St George's Hospital
Blackshaw Road
LONDON
SW17 0QT

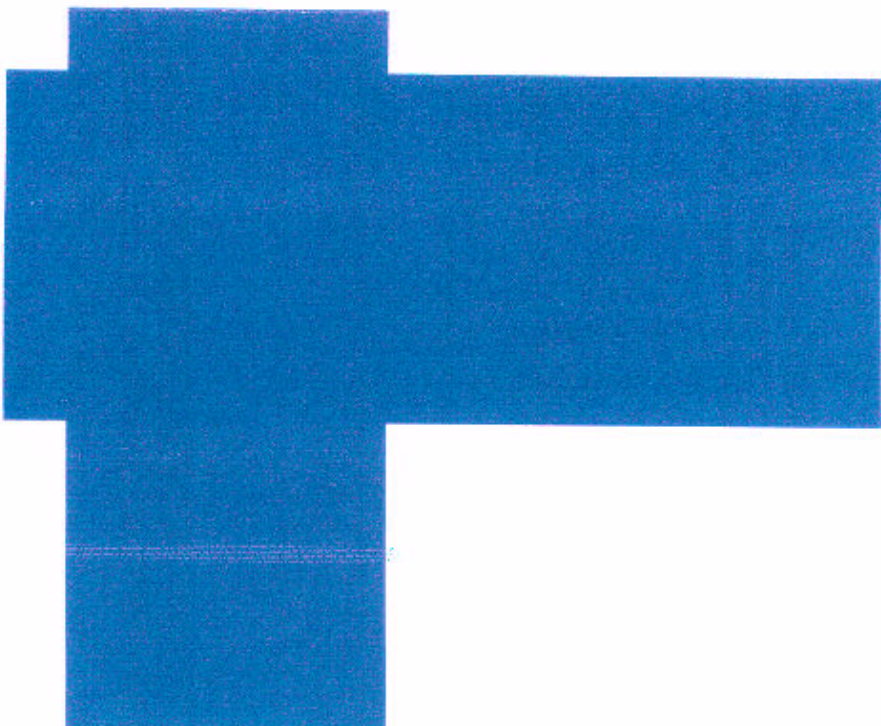
St George's Healthcare
NHS Trust



Help Us to Help You

We want to provide you with
the best possible service

To help us do this please let us have
your comments & suggestions or tell
us of any problems you encounter



Comments and Suggestions

You comments are important to us. They can help us improve our services. So if you want to tell us your views you can:

- 1 Click to the Consultant/Nurse/Therapist in charge of your care or ask to speak with the Manager/Matron or the service
- 2 Complete and return this leaflet
- 3 Contact the PALS office (details overleaf)
- 4 Write to the Complaints and Improvements Manager

Ways you can help us

Please help us by:

- 1 Telling us what is important to you, what we do well and areas where improvements could be made
- 2 Letting us know if your personal circumstances / details have changed
- 3 Informing us if, you are not able to keep an appointment, or need to change an admission date
- 4 Asking if you need clarification of something you have been told
- 5 Observing our 'No Smoking' policy whilst in the hospital buildings and grounds
- 6 Being considerate of the needs and rights of other patients and our staff

How to make a complaint

- 1 If you are dissatisfied with the service you have received, you have the right to complain.
- 2 Please raise the matter first with those in charge of your care - they may be able to resolve your concerns quickly, then and there
- 3 If you contact the PALS office (details overleaf)
- 4 Alternatively you could write to:
The Chief Executive or
Complaints and Improvements Manager
St George's Healthcare NHS Trust
St George's Hospital
Blackshaw Road, London SW17 0QT

Please complete the details below, peel off the strip on the left-hand edge of the leaflet, fold, seal and return. Thank you for taking the time to help.

Mr/Mrs/Ms etc Surname Forename

Ward/Dept Hospital No

Address

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Phone No Date

Were you happy with the service you received? Yes No **Please give details**

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Please respond to these comments Please note my comments but do not respond

Please use my compliments with/without* any name
(*delete as required)