If you are dissatisfied with the service you have received, you have the right to complain:

Fold here

- Are staff are here to help. We encourage you to first speak with those in charge of your care they may be able to resolve your concerns quickly, there and then.
- Contact the PALS team (details overleaf)
- Alternatively, you can write to the Complaints Manager

Complaints & Improvements

St George's University Hospitals NHS Foundation Trust St George's Hospital Blackshaw Road London, SW17 0QT Email Complaints@stgeorges.nhs.uk

Tel: 020 8725 3492 or 020 8725 1609

If you need independent advice or support about your complaint you can contact **POhWER –** London Independent Health Complaints Advice Service **(IHCAS)**

IHCAS can help you make a formal complaint about your NHS practitioner. **IHCAS** provides support, help, advice and advocacy from experienced advisors and caseworkers.

Tel: Minicom: Text:

Email:

0203 553 5960 0300 456 2364 The word pohwer, your name and number to 81025 LondonIHCAS@pohwer.net

PInG

Complaints@stgeorges.nhs.uk they may be able to resolve your concerns quickly, there and then. Ne encourage you to first speak with those in charge of your care **Complaints and** mprovements Department 3492 1609 8725 020 8725 020 202 The Patient Advice and Liaison Service **Ground floor in Grosvenor Wing** PALS@stgeorges.nhs.uk 020 8725 2453 Π

St George's University Hospitals NHS Foundation 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

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

- Talk to the Consultant/Nurse/Therapist in charge of your care or ask to speak with the Manager/Matron of the service.
- Or complete and return this leaflet to PALS (details overleaf)
- Or write to the complaints and Improvements Manager (details overleaf)

Ways you can help us

Please help us by:

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

Please complete the details below and hand deliver to the PALS department:

Details on the front of this leaflet.

Mr/Mrs/Ms etc Surname	Forename
Ward/Dept	Hospital No
Address	
	Postcode
Phone No	Date

Where you happy with the service you received Yes No (circle as required)

Please give details

Please respond to these comments
Please note my comments but do not respond
Please use my compliment with / without any name (circle as required)