

- If you are dissatisfied with the service you have received, you have the right to complain:
- Are staff 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 & Compliments

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:

Rethink – Advocacy in Wandsworth and Richmond

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

Tel: **0300790 0559**
Email: advocacyreferralhub@rethink.org

Fold here

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.

OR

Complaints and Compliments Department

Complaints@stgeorges.nhs.uk
020 8725 3492
020 8725 1609

PALS

The Patient Advice and Liaison Service
Ground floor in Grosvenor Wing

PALS@stgeorges.nhs.uk
020 8725 2453

Fold here

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



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

- ## Ways you can help us

- 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

Details on the front of this leaflet.

Phone No.....Date.....

Please give details

[illegible]

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