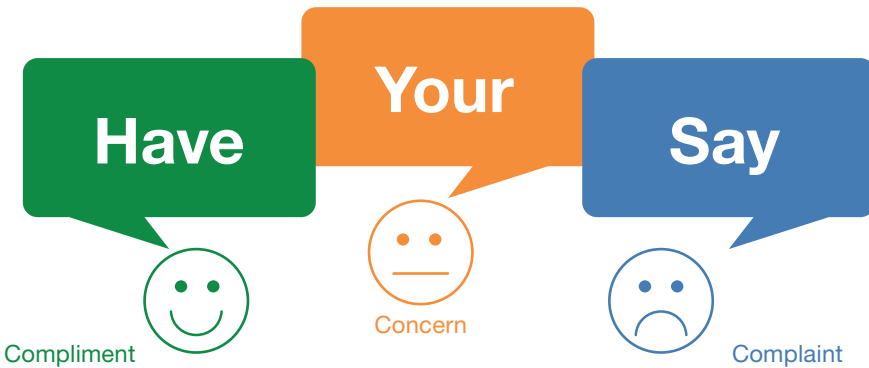


How to give a compliment, raise concerns or make a complaint



At The Christie, we welcome any feedback – good or bad – about any aspect of your contact with the hospital. We need to know if we are not getting things right for you or your relative or friend, and equally we like to know when we are. This leaflet explains how you can let us know what you think.

I don't want people to think I'm a trouble-maker or a grumbler...

We promise we won't. We use all feedback as an opportunity to listen, learn and get things right.

There are a number of ways in which you can let us know what you think

1. Talk to the staff you are in contact with

On the reception desks, on the wards or in the department of the hospital you are visiting. Or you can ask to speak to the person in charge.



If you have a problem, they will do their best to sort it out. If they can't deal with this matter, they will contact someone else who can.

If you would prefer to speak to someone not connected with that department, you can ask to speak to a different manager.

2. Speak to the PALS Service

The patient advice and liaison service (PALS) provides a confidential advice and support service for any patient or member of the public who has problems using Christie services. PALS aim to provide help and advice or information and resolve any concerns as quickly as possible. PALS can be contacted by phone on **0161 446 8217**, by emailing **the-christie.pals@nhs.net** or calling into the cancer information centre.

3. Fill in a Christie comment form

These forms give you the chance to say what you think needs improving – or what you particularly appreciated. They are on display around the hospital. Or you can fill in the comment form on The Christie website: **www.christie.nhs.uk**.

4. Write to the Chief Executive

You can also provide feedback to or raise concerns with the Chief Executive at the following address:

The Chief Executive, The Christie NHS Foundation Trust, Wilmslow Road, Manchester M20 4BX

5. Public governors

You can provide feedback or raise concerns via your local Christie governor. You can contact them via The Christie membership office, Tel: **0161 446 8616** or email: **the-christie.members@nhs.net**.

6. Surveys

We regularly run different surveys throughout the hospital and you may be asked to take part in one of these. If you do not wish to be involved, please do not feel that you have to do so.

If you would rather raise concerns through someone independent of The Christie

The details of your local independent complaints advocacy service are on your local authority website. Your local independent complaints advocacy service can support you in making a complaint and offer free and confidential advice. They provide a range of help, including writing letters and support at meetings.

How we will respond to your concerns

Our complaints/PALS team will contact you to discuss the concerns you have raised. We can address them in a number of ways; via a telephone call, a face-to-face meeting with the appropriate staff or a written response. It's always easier to investigate a concern if it's made as soon as possible after the event.

Timetable

If your concerns cannot be resolved straight away:

- We will acknowledge receipt of your concerns within three working days either in writing or by telephone.
- We will provide you with a full response to your concerns, within the timescale we agree with you.
- We will provide a response in a manner which we have agreed with you: by writing, by telephone or at a meeting.
- If we have a meeting with you to try to resolve your concerns, we will provide you with a recording from that meeting.

If you are not happy with our response

We always try to resolve concerns or complaints to the satisfaction of the people involved. If you are not happy with our response, we hope that you would feel able to write to us or speak with our complaints/PALS team again so that we have the opportunity to answer your questions or provide clarification.

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

If our final response does not satisfactorily answer your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to investigate your case. You can contact them using their online form available at www.ombudsman.org.uk/make-a-complaint. They have a telephone service for anyone who needs help completing the form or any other advice about their service – **0345 015 4033** (8:30am to 5:30pm, Monday to Friday).

Please email the-christie.pals@nhs.net if you need this leaflet translating into your language.

এই লিফলেটটি আপনার ভাষায় চাইলে the-christie.pals@nhs.net এই ঠিকানায় ই-মেইল করুন।

如果你需要這傳單翻譯成閣下語言的副本，請發送電郵致 the-christie.pals@nhs.net 查詢。

Proszę wysłać e-mail pod the-christie.pals@nhs.net jeśli potrzebujesz by przetłumaczono tę ulotkę na twój język.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪਰਚਾ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਇਸ ਪਤੇ ਤੇ ਈਮੇਲ ਕਰੋ: the-christie.pals@nhs.net

اگر آپ کو یہ کتابچہ اپنی زبان میں چاہیے تو the-christie.pals@nhs.net کو ای میل کیجئے۔

The Christie is committed to producing high quality, evidence based information for patients. Our patient information adheres to the principles and quality statements of the Information Standard. If you would like to have details about the sources used please contact the-christie.patient.information@nhs.net

For information and advice visit the cancer information centres at Withington, Oldham or Salford. Opening times can vary, please check before making a special journey.