



# Have your say

How to give us good feedback,  
or how to complain.

easy read





At The Christie we like to know whether you are happy or unhappy with your time at the hospital.



You can tell us whether we are getting things right for you or your family or friends.



You can also tell us if we have not got things right.



This leaflet will show you how you can tell us what you think.



Don't worry about complaining. The complaint will not have a negative impact on your care and there will be no record of a formal complaint in your medical notes.



We like to hear what you think so that we can make things better.

# These are the ways you can let us know what you think

## 1. Talk to the staff that work at The Christie



This could be a person on reception.



Or it could be staff in the department 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 cannot help you they will find someone who can.



If you want to speak to a manager of a different hospital department this is also possible.

## 2. Speak to the PALS service



**PALS**  
Patient Advice and Liaison Service

The PALS service is patient advice and liaison service.



PALS will help any patient or member of the public who has a problem using The Christie services.



PALS will give help or information and try to make sure any problem is fixed quickly.



You can telephone  
PALS on:  
**0161 446 8217**

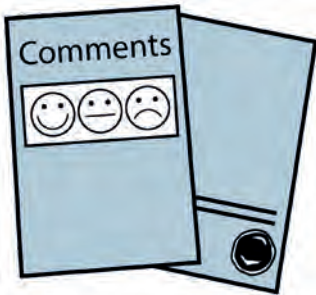


Or you can send an email to:  
**[the-christie.pals@nhs.net](mailto:the-christie.pals@nhs.net)**



You can also visit the  
cancer information centre.

### 3. Fill in a Christie comment form



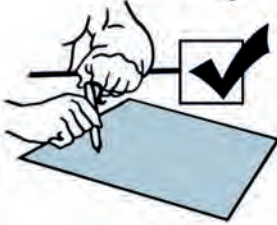
These forms give you the chance to say what you think we need to do better, or what you liked about our services.

You will find the comment forms around the hospital.

You can also fill in a comment form online on The Christie website at:

[www.christie.nhs.uk](http://www.christie.nhs.uk)





You don't have to put your name on the form.

But if you do want us to contact you please write down your telephone number.

Or write down your address.

## 4. Write to the chief executive



You can also write to our chief executive to talk about any problems or give feedback.

Send your letter to the chief executive at this address:

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



## 5. Contact your Christie governor



You can also write to your local Christie governor to talk about any problems or give feedback



To do this you can telephone The Christie membership office on: **0161 446 8616**



Or fill in an online form on The Christie website at: **[www.christie.nhs.uk](http://www.christie.nhs.uk)**



You can also email:

**[the-christie.members@nhs.net](mailto:the-christie.members@nhs.net)**

## 6. Surveys



Staff at the hospital may ask you to take part in a survey, where you will be asked what you think of the services you have used there.



You do not have to do a survey if you do not want to.

## Making a complaint to someone who does not work for The Christie



Your local authority website will tell you who to contact if you would like to make a complaint.

Advocate



This could be your local independent complaints advocacy service.



They can help you in different ways, such as writing letters.



Or they can come along to a meeting with you.



This does not cost anything.



They will keep your complaint private.

# How we will get back to you about your feedback



We have a complaints/PALS team, who will contact you to talk about your feedback.



We are able to contact you in a few different ways:

- a telephone call
- a meeting in person
- a letter



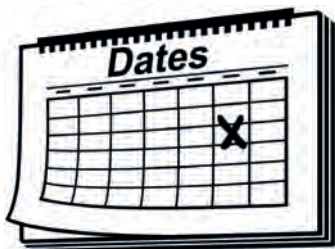
It helps us if you can tell us about any problem as soon as possible.

## Timetable

If we cannot fix your problem straight away we will:



3 DAYS



1. Telephone or write to you to say we have seen your feedback, within 3 working days.

2. Agree a time by when we will write to you.





3. Get back to you in the way you have asked, either by telephone, at a meeting, or in writing.

4. If we have a meeting with you we will give you a recording of the meeting.

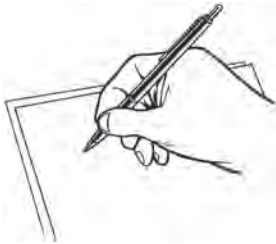
## If you are not happy with the way we have tried to help



Please contact us again so we can answer any questions you have.



We always try to fix problems and make our users happy.



If you are still not happy with how we have helped you can ask the **Parliamentary and Health Service Ombudsman (PHSO)** to try to help.



You can contact the Parliamentary and Health Service Ombudsman (PHSO) online and fill in their complaint form at:

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint).



If you need help filling in the form, or want to ask any other questions you can telephone them on:

**0345 015 4033**

Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays.



Please email [the-christie.pals@nhs.net](mailto:the-christie.pals@nhs.net) if you need this leaflet translating into your language.

**The Christie NHS Foundation Trust**

Wilmslow Road  
Manchester M20 4BX

**0161 446 3000**

**[www.christie.nhs.uk](http://www.christie.nhs.uk)**

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