

Making a complaint about NHS care and treatment.



Patient advice and liaison service (PALS), Health watch, IHCAS advocacy service.



1) IT'S IMPORTANT TO CONTACT THE RIGHT SERVICE FOR YOU

It's really important to decide which type of complaint process you wish to look at to ensure you are fully informed about the type of complaint you wish to make.



2) YOU MAY WISH TO LET THE NHS KNOW WHAT YOU THINK.

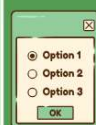
Each NHS service will have a Patient Advice and Liaison Service (PALS) team. They are able to offer advice, find out information and support you to raise concerns. They will investigate concerns and share your views with the service directly.



3) YOU MAY WANT YOUR EXPERIENCE SHARING WITH HEALTH WATCH.

Health watch will not get you an individualised explanation, they will however collate data and intelligence they receive and use this to look for themes and trends where they will investigate any area of concern.

4) YOU MAY WANT INDEPENDENT ADVOCACY SUPPORT TO MAKE A COMPLAINT .



IHCAS independent health complaints advocacy service can support you through the sometimes complex process of making a complaint. Support is tailored to your level of need, and can involve helping with wording of letters and/or providing support at meetings.



5) CONSIDERATIONS

independent complaints have time restrictions of 12 months. You will need permission to make a complaint on someone else's behalf. You may wish to speak with a solicitor if you are seeking financial compensation as none of the above can achieve this.



6) HOW WILL PALS SUPPORT ME?

You can speak to someone in person or via letter or PALS slip, PALS will look into the complaint and make suggestions to the service directly. You are entitled to feedback of their findings.



7) HOW WILL HEALTH WATCH SUPPORT ME?

Health watch will listen to your concerns and will make notes on these. Health watch will share concerns with commissioners of services and when they identify areas of concern they make do a deep dive investigation on this.



8) HOW WILL IHCAS SUPPORT ME?

You will be contacted by an advocate who will firstly need your permission signed, they will support you through the process with as much or little intervention as you need. They will help you to ask for an explanation, apology or change in practice.



IHCAS CONTINUED

Your IHCAS advocate will be independent and will support you to meet with the people you are making the complaint about if you would like. They will help you understand the process and any letters you receive.



HOW TO CONTACT

PALS- there will be a local service you will be able to get the number from the reception of the service you wish to complain about
Health Watch- check out the website locally
IHCAS- contact your local advocacy provider.