

Help with complaints and making suggestions

Expressing a concern or complaining can be a difficult experience. We will do our best to help you. You can also get **free and confidential** support from:

NHS Complaints Advocacy Service

This service can help you to write letters and attend meetings with you. They can also help people who need support with English to complain. Check www.slam.nhs.uk/complaints for details or contact your local council.

PALS

Our PALS team can help you to raise concerns and make suggestions.

freephone: 0800 731 2864 (Option 2)

email: pals@slam.nhs.uk

web: www.slam.nhs.uk/pals

Get involved

Help us to plan, develop and deliver good quality services. You could make life better for service users, carers and yourself.

phone: 020 3228 1592

email: involvementregister@slam.nhs.uk

www.slam.nhs.uk/getinvolved

Please ask us if you need this information in large print or another format or language, or visit www.slam.nhs.uk/complaints

Advice and Information

Our Patient Advice and Liaison Service (PALS) can give you advice and information about our services.

You don't have to be a patient to use this service.

freephone: 0800 731 2864 (Option 2)

email: pals@slam.nhs.uk

web: www.slam.nhs.uk/pals

For further information, visit:

www.slam.nhs.uk

© South London and Maudsley NHS Foundation 2020



South London
and Maudsley
NHS Foundation Trust

Concerns, suggestions, complaints or compliments?



We want to know what you think of your care.



David Bradley
Chief executive

We want to know what you think of the care that we provide.

We welcome all comments, suggestions, concerns, complaints and compliments.

Your comments are important because they help us to know when we are getting things right, and when we need to improve.

Everything from filling in surveys, to speaking to those involved in your care, to making a formal complaint can help us provide better care.

Will everything be kept confidential?

If you raise a concern or make a complaint, some information might have to be shared so that we can investigate properly. We let you know if we need to do this, and respect patient confidentiality.

What if it's not about me?

You might want to contact us about the care that we have provided to someone else.

We look into all concerns and complaints, but we usually need to check with the service user that they are happy for us to let you know the outcome.

How to tell us what you think about your care

You have several options:

- You can talk to someone involved in your care, or the service or ward manager. This is usually the quickest and easiest option.
- You can contact PALS (Patient Advice and Liaison Service). PALS help to sort out concerns or problems before they become serious. They can also pass on complaints and suggestions.

freephone: 0800 731 2864 (Option 2)

email: pals@slam.nhs.uk

www.slam.nhs.uk/pals

- You can make a formal complaint by contacting the complaints team who will contact you within three days. Please provide your phone number or email address so we can discuss your concerns; what you would like to happen; how we will handle the issue and timescales.

email: complaints@slam.nhs.uk

phone: 020 3228 2444

or in writing: Complaints Department,
Maudsley Hospital,
London SE5 8AZ

www.slam.nhs.uk/complaints

No one's care will suffer if you raise concerns, make suggestions or have a complaint.

In fact, it is more likely to help improve things for everyone. Even small changes can make a big difference.

Not happy with our response to your concern or complaint?

We can organise a meeting with a senior manager to discuss your concerns or respond to any outstanding issues.

email: complaints@slam.nhs.uk

phone: 020 3228 2444

We hope that we can resolve your concerns. If you are not happy, you can ask the Parliamentary and Health Service Ombudsman to investigate so long as this is within 12 months of the incident.

If the Ombudsman decides that we got things wrong, they can help us to put things right.

You can contact the Ombudsman in the following ways:

By phone:

0345 015 4033

(textphone 0300 061 4298)

By sending an email to:

phso.enquiries@ombudsman.org.uk

By text:

'call back', with your name and mobile number, to 07624 813 005.

By writing to:

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

You can also visit their website at:

www.ombudsman.org.uk