

# Patient Experience at Yeovil Hospital

PALS, concerns, compliments &  
complaints



01935 384706  
[yeovilhospital.nhs.uk](http://yeovilhospital.nhs.uk)

The logo for Yeovil Hospital Healthcare, featuring a stylized 'Y' inside a circle with a rainbow-colored border.

Yeovil Hospital  
Healthcare



We are committed to improving the quality of care for patients, their relatives and carers. However, sometimes we may not meet the standards you expect. If this happens, we hope you will let us know.

We welcome your compliments, comments, concerns and complaints because they help us identify areas where we need to change and improve services.

The best way to do this is through the Patient Advice and Liaison Service (PALS), which is part of the Patient Experience Team.

This team can work with staff, managers and where appropriate, with other relevant organisations to negotiate fast solutions when issues or problems arise.

If you contact us to raise a concern or complaint on behalf of someone else, they will need to give their consent for us to share personal information with you.

## When you want to pay a compliment

Staff appreciate it when patients, relatives or carers go out of their way to thank them for their efforts.

We keep a record of all compliments that are received. Your compliment will be passed on to the relevant team, or individual. You can also compliment the team or individual directly. We would like to hear from you if you have any suggestions about how we can improve our services.

## If you have a comment or a concern

Any concerns that you have are often best dealt with when they arise, so we would encourage you to first explain your problem to a member of staff who knows you and your situation (such as a doctor, nurse or therapist). In many cases, it should be possible to sort out the problem straight away by talking to this person or perhaps their manager.

As a patient, relative or carer, you may feel unable to raise your concerns or complaint directly with the staff providing the treatment. If this is the case, you can contact PALS for confidential help and advice.

The service can help you resolve any concerns that you may have about the care and treatment provided, at an early stage.

### They will:

- listen to your comments and concerns
- offer you advice and help you sort out any concerns
- provide you with information
- consider changes to services as a direct result of what you tell us

## Making a complaint

If we have done something wrong, we want to know about it so we can try and put things right as quickly as possible. We take complaints very seriously. We aim to resolve complaints quickly, confidentially and fairly and try to sort out any mistake or misunderstanding straight away.

It is helpful if you make a complaint as soon as possible after the event. This will enable us to investigate the issues effectively. The period of time where we can investigate is within one year of the incident or one year of you, or a family member, noticing something is not quite right.

Complaints are not kept in healthcare records and will not affect on-going or future treatment in any way.

### Please remember...

It is important to be clear about what aspect of care is causing concern. Be specific and think about what you want to achieve. It will help us if you provide your full contact details including a daytime telephone number.

### What happens when you make a complaint?

We will try to contact you to talk to you about your complaint, or we will write to you and ask you to telephone us. Written complaints will be acknowledged within three working days, and where possible we will try to respond within 25 working days. Some issues may need a longer period of time to resolve. If that is the case, we will write to you to explain the delay.

If the issues also involve another local NHS organisation or local authority, with your permission, we will work with them to provide you with one response.

We will provide you with an explanation of the points you have raised, details of what we have found out and what we will be doing to put things right. If there are some points that we do not agree with, you will be given the reason for this.

We will discuss whether you would like to arrange a meeting to resolve any outstanding issues. This can be done either as soon as we receive your complaint or at a later date.

We keep a record of all contact with the PALS and Complaints Teams. This helps us to identify areas where we need to make changes and improvements and make sure we are dealing with concerns and complaints effectively and consistently.

## Tell us what you think - we welcome ALL feedback

You can contact us in the following ways:

**Telephone:** 01935 384 706

### Write to:

The Patient Experience Manager  
Yeovil District Hospital, Higher Kingston,  
YEOVIL,  
Somerset BA21 4AT

**Email:** [pals@ydh.nhs.uk](mailto:pals@ydh.nhs.uk) or [complaints@ydh.nhs.uk](mailto:complaints@ydh.nhs.uk)

**Via the website:** [www.yeovilhospital.nhs.uk](http://www.yeovilhospital.nhs.uk)

**Call in:** The Patient Experience Team is situated to the right of the reception area on Level 3, as you enter the main hospital building. Staff members at reception will be happy to direct you.

## Independent Health Complaints Advocacy Network / SWAN

SWAN is the Independent Health Complaints Advocacy Network and provides advice and support for people wishing to complain or who have already complained about services provided by the NHS. It is a free and impartial service. If you require more information, you can contact the service by writing to:

SWAN Advocacy  
26 Milford Street  
Salisbury  
SP1 2AP

Or Tel: 01722 341851

Email: [mail@swanadvocacy.org.uk](mailto:mail@swanadvocacy.org.uk)

Website: [www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk)

## The Parliamentary and Health Service Ombudsman

If, once the Trust has had the opportunity to address all of your concerns, you remain dissatisfied, you have the right to ask the Ombudsman to review your complaint. The Ombudsman will only investigate a complaint if all attempts to resolve the concerns locally have been exhausted.


The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
LONDON SW1P 4QP

Tel: 0345 015 4033 (Complaints helpline)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Yeovil District Hospital **NHS**  
NHS Foundation Trust

- ↑ Main Entrance
- ↑ Out Patients
- ↑ Drop off Point
- ↑ Disabled Visitor Parking 

welcome

Parking  
20 Minutes Max Stay  
For Pick-up &  
Drop-off Only  
20 MINS FREE  
DROFF OFF ZONE  
& Payment  
on Drop-Off - Visitors Only



**If you would like this leaflet in another format or in a different language, please ask a member of staff.**

**Yeovil District Hospital  
NHS Foundation Trust  
Higher Kingston  
Yeovil  
Somerset  
BA21 4AT**

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Review: 01/18**

