

## Further help

If you are not happy with our response we will do all we can to assist further. If you remain unhappy after local resolution you can write to the Parliamentary and Health Service Ombudsman. The Ombudsman is completely independent of the NHS and can be contacted at:

### The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank  
London SW19 4QP

Enquiries

Telephone: 0345 015 4033

email:

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

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

## Compliments/comments

Compliments on good service are forwarded to the staff by the Chief Executive and are entered onto the database of compliments.

We welcome comments and suggestions from our users as they are helpful when we review our patient services.

## Useful Information

Chief Executive

James Paget University Hospitals NHS  
Foundation Trust

Lowestoft Road, Gorleston

Norfolk NR31 6LA

Telephone: 01493 452680

### Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

### Trust Values

#### Courtesy and respect

- A welcoming and positive attitude
  - Polite, friendly and interested in people
  - Value and respect people as individuals
- So people feel **welcome**

#### Attentively kind and helpful

- Look out for dignity, privacy & humanity
  - Attentive, responsive & take time to help
  - Visible presence of staff to provide care
- So people feel **cared for**

#### Responsive communication

- Listen to people & answer their questions
  - Keep people clearly informed
  - Involve people
- So people feel **in control**

#### Effective and professional

- Safe, knowledgeable and reassuring
  - Effective care / services from joined up teams
  - Organised and timely, looking to improve
- So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet,  
contact PALS 01493 453240

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James Paget University Hospitals NHS Foundation Trust

# Complaints Procedure leaflet

Information for  
patients and  
members of the public

**James Paget University Hospitals NHS Foundation Trust is committed to providing an accessible, fair and effective service for people who wish to express their concern or make a complaint about the care or treatment provided by the Trust.**

## On the spot help and advice

If you feel that the Trust has not met your expectations you may wish to make this known. In the first instance we would advise you to speak to the ward manager or matron for the ward as they might be able to resolve your concern promptly by discussing it with you.

If you require support please contact our **Patient Advice & Liaison Service (PALS)**. The service is confidential and they will be happy to assist you and get the right people to speak with you.

**They can be contacted by telephone: 01493 453240  
email: pals@jpaget.nhs.uk**

## Making a complaint

If you wish to make a formal complaint please write to:

**PALS and Complaints Department**  
James Paget University Hospitals NHS Foundation Trust  
Lowestoft Road, Gorleston  
Great Yarmouth  
Norfolk NR31 6LA

**or by telephone on 01493 453240  
or by email: complaints@jpaget.nhs.uk**

It would be helpful if you could identify specific concerns that you would like addressed, or specific questions that you would like answered.

All complaints will be acknowledged within three working days of receipt and the Chief Executive will respond to you in writing within an agreed timescale.

The Trust recognises that people might feel anxious about making a complaint. However, we welcome complaints and concerns because they give us the opportunity to learn and improve the services and care we provide.

## We would like to reassure you that:

- Your complaint will be taken seriously and will be investigated fully and fairly.
- Your care, or that of a relative, will not be prejudiced because a complaint has been made. We hope you will feel able to talk openly about your experience.
- If our investigation confirms something has gone wrong we will acknowledge this and you will receive an apology. We will endeavour to rectify the problem to prevent a recurrence.

## Additional information

If you wish to complain about another person's treatment or care we will require their consent before we can investigate and respond. If they are unable to give consent the complaint can be made by a person who has interest in the patient's welfare.

Information about complaints is held separately from medical records and will be treated with confidentiality and sensitivity.

A complaint must be made within 12 months of the incident or within 12 months of a patient being aware of the issue in question. Outside of these timescales is at the discretion of the Trust.

## Independent Complaints Advocacy Service (ICAS)

If you require help and support with pursuing a formal complaint you may wish to contact the independent advocacy services:

- **POhWER (Norfolk)**  
PO Box 14043  
Birmingham B6 9BL  
Telephone: 0300 456 2370  
Email: pohwer@powher.net
- **Voiceability (Suffolk)**  
Mount Pleasant House  
Huntingdon Road  
Cambridge CB3 0RN  
Telephone: 0300 330 5454  
Email: nhscomplaints@voiceability.org