

Comments, Suggestions, and Complaints We need your feedback

At Liverpool Women's we are continually working to ensure that our women, babies, and their families have a positive experience. We aim to provide the highest standards of care and facilities to all our patients and visitors.

We accept that sometimes you may have some comments, suggestions, or complaints about your experience that you wish to share with the Trust.

We welcome your feedback to help the Trust continually improve the services we provide. We have a flexible process in place to assist our patients and visitors if they have any comments, suggestions, or complaints they wish to bring to the attention of the Trust.

There are a number of ways you can do this:

Verbally

Often the best way of raising a concern is to speak to a member of staff in the ward or department, or if you wish you can ask to speak to a Manager or Matron. In many cases the matter can be promptly resolved to your satisfaction.

PALS

(Patient Advice Liaison Service):

Our dedicated PALS Team based at Liverpool Women's NHS Foundation Trust, Crown Street, Liverpool, L8 7SS are here to help you with any comment, suggestions or complaints and would welcome your feedback. There are a number of ways you can contact the team:

Monday to Friday between 08:30 and 16:30

- You can telephone them on 0151 702 4353. If they are away from their desk when you call, please leave your name and contact details and they will get back to you as soon as possible. The PALS Team will return your call within three working days.

- The Help and Advice Hub is located opposite Main Reception. If the office is empty, please ask Main Reception to call the PALS Team and one of the Team will come out and discuss your concerns with you.

Outside of these hours you can:

- Use the same number to leave your contact details or leave them with the receptionist. The Team will contact you within the next three working days.
- Contact the duty manager via the main hospital switchboard on 0151 708 9988.

How can PALS help you?

- We will listen to your concerns, queries, feedback, and suggestions for making improvements.
- We will advise and support patients, their families, and their carers with any issues they raise.
- We will attempt to resolve any problems quickly on your behalf by liaising with the relevant teams during your time in our care.
- We will share your feedback and suggestions for improving our services with the managers and leaders of the relevant service.
- We will help to facilitate the complaints process if you decide to make a formal complaint at any point in the future.

Unfortunately, there are some things that PALS cannot assist you with:

- We are unable to book, expedite or change appointments. To do this, please refer to your most recent correspondence from the hospital and contact the relevant department. Please also visit this page of our website for some useful contact numbers: <https://liverpoolwomens.nhs.uk/contact-us/contact-numbers/>
- We cannot change or affect a medical decision that has been made. This can only be discussed between you and the relevant clinical team.
- We are here to support you with resolving any issues or complaints you may encounter in the most compassionate way possible but please remember that our team members are not counsellors and are not equipped with the appropriate training and expertise to deal with some issues that may be raised. However, the team will always try to signpost you to someone else who can support you if they cannot.
- We cannot give you medical advice or comment on medical diagnoses or procedures. However, the team will listen to you and refer the information you provide onto our clinical experts.
- We are here to listen to our patients and families about their experiences of their care at Liverpool Women's. We are unable to facilitate any other requests outside of this

remit e.g. requests to share promotional or event information across the hospital will not be answered.

In writing

If you prefer to put your comments or suggestions in writing or make a formal complaint, please send them by email: PALS@lwh.nhs.uk or post to:

PALS
Liverpool Women's NHS Foundation Trust
Crown Street
L8 7SS

If you wish to make a formal complaint directly to the Chief Executive Officer (CEO) or if you are not satisfied with the process or outcome following your contact with the PALS Team please write to:

The Chief Executive
Liverpool Women's NHS Foundation Trust
Crown Street
Liverpool
L8 7SS

It will help if you can tell us:

- Your full name, address and telephone number
- Your preferred method of contact – in writing, telephone or email
- Your patient hospital number (if known)
- The dates of your stay in hospital or outpatient appointment/s
- The ward or department concerned and the names of any relevant personnel
- Details of your complaint

Questions & Answers

Will details of my complaint be held on my hospital records?

No. All information and details of complaints are held by the PALS/Patient Experience Team. Your patient hospital notes will not contain any information to indicate that a complaint has been made.

Do complaints need to be made within a certain time limit?

The Trust will investigate complaints that are made within 12 months of an event. Every effort will be made to address and resolve the concerns received about care before this time but it may not be possible.

Are complaints treated in confidence?

Yes. The Trust respects patient confidentiality at all times.

What happens if I make a complaint to the Chief Executive and I am dissatisfied with the response?

The Trust will make every effort to make sure we investigate your concerns thoroughly and answer your questions. If you remain dissatisfied, you may wish to refer your complaint to the Parliamentary Health Service Ombudsman (PHSO). The Ombudsman is not obliged to investigate every complaint, with the decision on any action being entirely at his/her discretion. It should be noted that the Ombudsman would not usually review a case that has not been through the NHS Complaints Procedure, as detailed in this leaflet, or a case that is being handled by solicitors or the courts.

What do I do if I need help dealing with a concern or a complaint?

Liverpool Advocacy Hub

If you would like help when making a complaint, staff at n-compass - Liverpool Advocacy Hub would be happy to assist. The Hub is an independent and confidential single point of contact which will provide information, advice, and support to the public on issues relating to the Health Service. You can contact them at:

Liverpool Advocacy Hub

- **Telephone:** 0300 3030 629
- **Email:** referral@liverpooladvocacyhub.org.uk
- **Website:** www.liverpooladvocacyhub.org.uk
- **Post:**
Head Office.
Unit 1, Edward VII Quay
Navigation Way
Preston
PR2 2YF

It is recognised that patients do, at times, wish to make a complaint but they may feel too unwell or unable to deal with the matter themselves. In such circumstances, we would be willing to accept a complaint from a close relative, (e.g. husband, wife, son, daughter), friend or advocate on the condition that a written consent, signed by you, is provided stating that you have nominated a named person to act on your behalf in respect of the complaint.

In cases where a patient is incapable of providing consent, a close relative or next of kin may be accepted as the complainant.

Parliamentary Health Service Ombudsman

11th Floor
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033- Monday to Thursday 8.30am to 5.00pm | Friday 8.30am to 12pm

Web: www.ombudsman.org.uk

Liverpool Maternity and Neonatal Voices Partnership



Liverpool MNVP is a service user (patient)-led team, made up of service users and their families and those working in maternity and neonatal care. They work together to develop and improve local services. You can contact the team to pass on any additional feedback or suggestions for improvement, or to enquire about joining the team as a Volunteer Service User Representative.

Email: mvp.liverpool.voices@gmail.com

Facebook: facebook.com/LiverpoolMNVP

Twitter: @LiverpoolMNVP

Instagram: [mnvp.liverpool.voices](https://instagram.com/mnvp.liverpool.voices)

This leaflet can be changed into different languages and formats using the tools on the website. Please note when translating information into different languages via the website, some information may need clarifying for accuracy with a member of staff. This leaflet can be formally translated on request via our Patient Experience Team, although response times to have information translated can vary. To request formal translation services or if you would like to make any suggestions or comments about the content of this leaflet, please contact the Patient Experience Team on 0151 702 4353 or by email at pals@lwh.nhs.uk

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