



Northampton  
General Hospital  
NHS Trust

# What Matters to You, Matters to Us

Compliments,  
Comments,  
Concerns and  
Complaints



Dedicated to  
*excellence*

## Help us to improve

Northampton General Hospital is committed to providing a high quality health service and the best care and treatment possible. For this reason your feedback is extremely important to us so we know what we're doing right, and understand more about what we need to do to change things for the better.

## Compliments and Comments

We are always delighted to receive positive comments about our staff and services and we use these to highlight where things are working well. If you are pleased with the care or treatment you have received, please let us know and we will

person or service concerned. If you have any comments please let us know – your feedback will help us to review and improve the services we provide.

## Concerns

Sometimes, regrettably, things may not go as planned. Voicing your concerns allows us to learn from your experience and improve the service for future patients. If you, or a member of your family or a carer, wish to discuss any concerns you have about your treatment or care you should speak to the person in charge of your care so they can help to resolve the matter straight away. In hospital this will be the Sister, Charge Nurse or Matron.



## **PALS**

If you would prefer to talk to someone who is not involved in your care or are unsure who to talk to, you can contact the Patient Advice and Liaison Service (PALS) on (01604) 545784. PALS provide confidential information, advice and support to patients, their families and carers. They will listen to your concerns, suggestions or queries and help to sort out problems quickly on your behalf. We aim to respond to all concerns within 3 working days, or within a mutually agreed timescale. Alternative contact details for PALS can be found at the back of this leaflet.

## **Complaints**

If you are unhappy with the treatment or service you have received from the NHS you have the right to make a complaint, have it investigated and receive a response. Care will be taken to ensure your complaint remains confidential.

### **How do I make a complaint?**

If your concerns have not been resolved by the ward manager, modern matron, or PALS and you would like to make a complaint you may wish to contact our Complaints team directly, details on how to do this can be found at the back of this leaflet.

### **Can I make a complaint on behalf of someone else?**

A complaint can be made by someone acting on behalf of another person with their consent. Once your complaint is received a member of the complaints team will ensure that you are advised of the need for consent and they will send you the necessary paperwork. If the person to whom the complaint relates is deceased, we will require consent from the nominated representative.

## Is there a time limit for making a complaint?

It is best to tell us as soon as possible after the event and within 12 months of the event happening or within 12 months of discovering you have cause to complain. Complaints received outside of these timescales may be investigated if there is a good reason why the complaint could not be made earlier and only if it is still possible to investigate what happened.

## Will my care be affected?

No - if you make a complaint you will not be treated differently in any way. Any information you provide will be treated in confidence and with sensitivity. Information about your complaint will always be kept separate from your medical records.

## Can anyone help me make a

## complaint?

If you need help, independent complaints advocacy organisations can provide advice and information and support you in making your complaint, for example writing a letter. They provide a confidential service which is free and totally independent of the NHS. Their details can be found at the back of this leaflet.

## What happens when I make a complaint?

A member of the Complaints team will contact you to make sure they understand your concerns. They will also agree the expected timescale for completing the investigation. The team will acknowledge your complaint within three working days from the date it is received. Alternatively complaints staff may be able to arrange a meeting with you and relevant staff to discuss your concerns in person.

## What happens next?

Your complaint will be investigated thoroughly by a senior member of staff. We will ensure that those involved in the investigation will be open and honest and act fairly throughout. Your letter of response will include how we have





dealt with your complaint, the conclusions, an apology if things have gone wrong and any actions taken.

### **What if I am not satisfied with the response?**

If you feel that there are any matters which we have missed, misunderstood or if you would like clarification on any points, you should contact the Complaints team who will review your complaint and if appropriate, offer you the opportunity to discuss your concerns personally with senior members of the Trusts

staff. We will see if there is any further action we can take to resolve your complaint and we may suggest a telephone call or a meeting between you and the investigating manager. We will make every effort to resolve all of your outstanding issues.

If you remain dissatisfied, you have the right to ask the Parliamentary and Health Service Ombudsman to review your complaint. The ombudsman can be contacted at:

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1P 4QP



## Useful Contacts

### Patient Advice & Liaison Service (PALS)

Northampton General Hospital  
Cliftonville  
Northampton  
NN1 5BD  
Telephone (office hours) 01604 545784  
Email: ngh-tr.pals@nhs.net

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### Complaints Team

The Chief Executive or the Complaints Manager  
Northampton General Hospital  
Cliftonville  
Northampton  
NN1 5BD

Or contact the Complaints team directly on:  
Telephone: (01604) 545774  
Email: ngh-tr.complaints@nhs.net

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If you need help or support making a complaint you can contact the independent complaints advocacy organisation below:

### POhWER

Referrals: [www.pohwer.net/make-a-referral](http://www.pohwer.net/make-a-referral)  
Freephone: 0300 456 2370 (charged at your standard network rate).  
Website: [www.pohwer.net](http://www.pohwer.net)

If you would like a copy of this information in large print, another language, audio tape or other format please contact our PALS department on the details listed above.



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