

# We want to hear from you

Tell us about your experience of using EPUT services

**Compliments**

**Comments**

**Concerns**

**Complaints**



## Our promise to you.

Whatever you think about our services or staff, we want to hear from you. You may want to make a suggestion or comment; you may want to send a compliment about a staff member or service or you may want to complain.

If you do, we promise to:

- take you seriously;
- listen carefully;
- provide you with an explanation;
- respect confidentiality;
- do all we can to make amends to you and your family.

Your care will not be adversely affected by any comments or complaints you make. In fact, it is more likely to help improve things for everyone.

## Raising Concerns

If you have any concerns about the service you are receiving, you can contact our Patient, Advice and Liaison Service (PALS).

### PALS

- is a confidential service, however, we may have to pass on certain information if there is any suggestion of abuse or neglect;
- cannot legally pass on confidential information regarding your family member without their permission;
- will try to sort out your concern as quickly as possible, if we cannot do so within five working days we will discuss alternatives with you;
- cover the whole Trust and provide an independent point of contact for people who may not wish to talk directly, go the team / department in which you have concerns about. We are open weekdays between 09:00 and 17:00 (excluding bank holidays). An answerphone may also be in operation, please leave your name and contact details and someone will return your call as soon as possible.

**We want to hear from you**

If you have a problem, need support, want to make sure your voice is heard, we can help.

Please contact the Patient Advice and Liaison Service (PALS) on:

Freephone: **0800 085 7935**

Email: **[epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)**

## Making a complaint

If you want to complain about our services, there are a number of ways of doing so; just choose the one that suits you.

If you are raising a complaint on behalf of a patient, we will require the patient's consent to be able to respond to you.

- You can email to our Complaints Team at [epunft.complaints@nhs.net](mailto:epunft.complaints@nhs.net), complete our online complaint form, available on our website (<http://eput.nhs/contactus/complaints/>), or by telephone: **01268 407817** between 09:00 and 17:00, Monday to Friday (excluding bank holidays).

Complaints and problems can often be resolved at a local level, so if you are unhappy and feel you can talk to a member of staff, please do so.

You can write to the Chief Executive, The Lodge, Lodge Approach, Runwell, Wickford, Essex SS11 7XX

- You can contact an Independent Complaints Advocacy Service between 9:00 and 17:00. POhWER on 0300 456 2370, Rethink on 0300 790 0559 or if you are a Southend resident, Healthwatch on 01702 416320

They are a free and independent service providing advice and help with your complaint. They do not work for the Trust.

If you are raising a complaint on behalf of a patient, we will require the patient's consent to be able to respond to you.

- You can complain to the Clinical Commissioning Group (CCG) in your area about us and they will discuss with you and us about how best to handle the issue.

You can contact the Care Quality Commission (CQC) **03000 616161** or by email to: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## What will happen?

Whatever way you choose to get in touch we will give you an acknowledgement (within three working days). We will offer to discuss:

- your concerns and what you would like to happen;
- how we will handle the issue;
- the timescales for doing so (usually 40 working days)

We will agree these with you.

Our reply to your complaint will show how we have listened to and investigated your concerns.

If we have made a mistake, we will give you a full apology and tell you how we will learn from your experience.

If you are not satisfied with our response to your complaint, you can ask for a meeting or for us to explain or clarify our response.

We hope that you find this process easy to use and helpful. If you are unsure about what to do, please contact us and we can discuss the options. We know that some people will be anxious about speaking up, but please be reassured we will take you seriously and we will give you an explanation. That's our promise.

After this, if you remain unhappy, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to look into your case. You should do this within 12 months of making your complaint. You can call their helpline on **0345 015 4033** Monday-Friday 08:30 to 17:30 or by email to: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Compliments

We like to know when we are doing a good job and your compliments help us continue improving our services to benefit everyone. To send a compliment about services you have received, please email [epunft.compliments@nhs.net](mailto:epunft.compliments@nhs.net) or post to Complaints and Compliments Department, The Lodge, Lodge Approach, Runwell, Wickford, Essex SS11 7XX.

## Comments

We would also welcome comments from you about our services that you have found to be good, effective and have fitted well with what you needed and were hoping for. There are a number of ways you can give feedback:

- you can call on Freephone [0800 085 7935](tel:08000857935) and tell us;
- you can email us at [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net);
- you can complete our surveys.

You can request this leaflet in other formats and languages.

## Patient Advice and Liaison Service (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Advice and Liaison Service (PALS) on **0800 085 7935** or you can email [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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