

Useful contacts

For help regarding your doctor, dentist or pharmacy, please contact **NHS England**:

- 0300 311 2233
- England.contactus@nhs.net

Concerns about mental health and learning disability services, please contact **Humber NHS Foundation Trust**:

- (01482) 303966
- pals@humber.nhs.uk

For concerns regarding patient transport and ambulance services, please contact **Yorkshire Ambulance Trust**:

- 03331 300549
- Yas.patientrelations@nhs.net

For independent information, advice and support on making a complaint about the NHS, please contact the **Independent Health Complaints Advocacy Service**. Complainants living in the City of Hull and for complainants living in the East Riding of Yorkshire please contact:

- NHSComplaints@cloverleaf-advocacy.co.uk
- Telephone number **0300 012 4212**.
- Complainants living in other parts of the country should contact their local Healthwatch for details.

Healthwatch Kingston upon Hull is the independent consumer champion for the community, influencing all local health and social care services, please contact them on:

- 0300 012 0421
- enquiries@healthwatchkingstonuponhull.co.uk

Parliamentary and Health Service Ombudsman (PHSO)

- phso.enquiries@ombudsman.org.uk
- 0345 015 4033

Information about you

We collect and use information to provide you with care and treatment. As part of your care, our information will be shared between members of the healthcare team, some of whom you may not meet. Your information may also be used to help train staff, to check the quality of our care, to manage and plan the health service and to help with research. Wherever possible we use anonymous data.

We may pass on relevant information to other health or social organisations that provide you with care. All information is treated as strictly confidential and is not given to anyone who does not need it. If you have any concerns, please ask your doctor or the person caring for you.

Please be aware that the information you provide in relation to concerns raised via PALS, including your details, will be entered onto the Hull University Teaching Hospitals NHS Trust's risk management database, where it will be held for a minimum of 10 years. Access to the database is strictly controlled and limited to authorised users only.

Under the General Data Protection Regulation and the Data Protection Act 2018, we are responsible for maintaining the confidentiality of any information we hold about you. For further information, visit the Trust's website page: [Confidential information about you](#)

If you or your carer needs information about your health and wellbeing and about your care and treatment in a different format, such as large print, braille or audio, please advise the member of staff and this can be arranged.

We would like to assure you that raising a concern will not prejudice the treatment or care provided to an individual.

This leaflet was produced by the PALS team at Hull University Teaching Hospitals NHS Trust and will be reviewed in November 2024
HEY192/2021

Hull University Teaching Hospitals NHS Trust

Patient Advice and Liaison Service (PALS)

hey we're listening



Compliments, Comments, Concerns and Complaints

Introduction

The Trust aims to provide the best possible care for people who use our service, their family and carers. We want to improve the way we deliver our service so that you feel happy with the care and attention you are given whilst in hospital.

Sometimes things go wrong. If you tell us where things did not work so well, it will help us to learn lessons and do things differently. If we do not know, we cannot put it right.

We also want to know where things have worked really well. We will learn from these experience and try to deliver the same service throughout the Trust.

Raising a concern

We would like to resolve any concerns you may have as soon as possible. It is easier to deal with concerns as they arise and therefore you may wish to speak directly to staff involved in your care.

However, if you feel unable to speak directly to the staff or you do not know who to speak to, you can contact a member of the Patient Advice and Liaison Service (PALS).

Who can raise a concern?

It is important for the Trust to maintain the confidentiality of those who use our services at all times. If you wish to raise a concern on behalf of a relative or friend, we will need their consent in order to respond to concerns raised. If you raise a concern via staff at PALS, then consent can be given verbally.

PALS will:

- Help you if you need some advice about your care and any questions you have about your care. Please note however that the staff in PALS are not clinical and cannot give clinical advice or share clinical information including results.
- PALS can help you raise a concern
- PALS is a confidential service. Unless we think someone is in danger, we will not talk to anyone without your consent.
- We can take concerns about your friend or family member but we will need their consent to speak on their behalf.
- We also take compliments. If you have received great service, please let us know.
- Give contact details for other PALS/Patient Experience Services.

How to contact us:

Telephone: (01482) 623065
(Opening hours 8.30 – 4.30 Mon-Fri except Bank Holidays)

Email: hyp-tr.pals.mailbox@nhs.net

Write to: PALS, Hull Royal Infirmary,
Alderson House, Anlaby Road,
Hull, HU3 2JZ

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- If you have a medical concern and require help and advice, please contact **NHS 111** on telephone number 111 for emergency medical advice
 - For queries regarding appointments, contact the **Appointment Centre** - 01482 604444
 - For access to medical records, contact **Patient Administration team** - 01482 604407

What if PALS are unable to resolve my concerns?

In some cases, the concerns raised are too complex to be resolved by PALS and a more detailed investigation may be required. Under such circumstances your concerns will be investigated in accordance with the NHS Complaints Regulations 2009 by our Patient Experience Team.

Complaints need to be made in writing. When you are putting your complaint together, please ensure you detail what has happened, who was involved, when and where and why your unhappy. Please bullet point any particular questions you would like answers to and/or what you would like as an outcome from raising the complaint.

This can be submitted via a form available on the Trust's website. Please visit <https://www.hey.nhs.uk/patients-and-visitors/feedback/> for further details and access to the electronic form.

Please ensure the patient's full details are included in the complaint: full name, date of birth, home address, telephone number and if known, the NHS number. If you are writing on the patient's behalf, we will require the patient's consent to investigate the complaint and your contact details. Complaints should be sent to:

- Patient Experience Team, Hull Royal Infirmary, Alderson House, Anlaby Road, Hull, HU3 2JZ
- hyp-tr.pals.mailbox@nhs.net marked for the attention of the formal complaints team.
- Alternatively, you can write to:

The Chief Executive
Hull University Teaching Hospitals NHS Trust
Hull Royal Infirmary
Anlaby Road
Hull
HU3 2JZ