

## We welcome your views

We aim to provide the highest standard of care to all our patients and we are sorry if you have not been totally satisfied with the service we have provided.

Our staff do everything they can to make sure you are treated properly and promptly, but if you are concerned about something, please let us know.

At Ashford & St Peter's Hospitals NHS Trust we welcome your views on the care we provide as this can help us make improvements.

If you have specific comments or suggestions about the service you have received please complete the comments/suggestion section of the "Comments and Suggestions" leaflet.

## What if I have a problem or concern?

As soon as possible, you should tell someone in the ward or department concerned – for example, the doctor, nurse, receptionist or ward sister.

In many cases it should be possible to sort out the problem straight away and we will always aim to do this.

You can speak to....

- a Ward Sister
- a member of the team caring for you
- a Matron

You can find contact details on the posters and notice boards in clinic and ward areas

If you would prefer to talk to someone who is not involved in your care, you can contact the Trust's Patient Advice and Liaison Service (PALS) Manager.

The  
Trust's PALS Manager  
operates across both  
Ashford & St. Peter's Hospitals and is  
available Monday – Friday  
10.00 am to 3.00 pm.  
Tel: **01932 723553**

Whoever you ask to look into your concerns will do their best to sort out the problem as quickly as possible.

They will ensure that any personal information about you is kept strictly confidential, unless you give permission for it to be shared.

Your complaint will be dealt with in the strictest confidence.

## What if I want to complain?

If, after speaking with staff, you are still unhappy about the service you have received and wish to make a formal complaint, it is important to do so as soon as possible following the event.

Anyone who is receiving, or has received, NHS treatment or services has the right to complain if the service received falls short of what they expect.

If you are unable to complain yourself, someone else (usually a relative or close friend) can do so for you, with your written permission. Your complaint should usually be made within one year of the event or subject of complaint.

## How do I complain?

If you wish to make a formal complaint, please write to:  
The Complaints Manager  
Ashford & St Peter's Hospitals NHS Trust  
Guildford Road  
Chertsey  
Surrey KT16 0PZ  
or you can email; [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk)  
or telephone; 01784 884215

## What happens next?

Your complaint will be acknowledged within three working days of receipt and at this time we will advise you of the timescale in which we will aim to complete our investigations. However, if your complaint is more complex we may try to speak with you to agree how we will work to address your concerns and to agree an appropriate timescale with you. Please include a daytime telephone number to help us contact you if we need to.

We will keep you informed of progress of your complaint and any reasons for delays in responding to you. You will also be provided with the contact details of the Complaint Officer dealing with your case.

Once our investigations are complete you will receive a full written response from the Chief Executive.

## Helpful Telephone Numbers

**PALS Manager**  
(for both Ashford and St. Peter's Hospitals)  
Tel: 01932 723553

**Complaints Manager**  
(for both Ashford and St. Peter's Hospitals)  
Tel: 01784 884216

**Complaints Officer**  
(for both Ashford and St. Peter's Hospitals)  
Tel: 01784 884215

Email Address: [pals@asph.nhs.uk](mailto:pals@asph.nhs.uk)  
: [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk)

Trust Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

## Other Contacts: Independent Complaints Advocacy Service (ICAS)

Every area is served by an Independent Complaints Advocacy Service (ICAS). They cannot conduct an independent investigation into your concerns or complaint, but their professional staff provide a free and confidential service that can help and inform you by:

- Explaining the procedures to you
- Helping you to identify what issues you would like the hospital to address
- Helping you to write letters
- Accompanying you to any meetings as part of the investigation of your complaint.

Contact telephone numbers are:

### North West London ICAS 0845 337 3065

covering Bedfont, Brentford, Chiswick, Cranford, Feltham, Hanworth, Heston, Hounslow and Isleworth

### South East Region ICAS 0845 600 8616

covering Spelthorne, Runnymede, West Elmbridge and Woking

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

## TRUST CONTACT DETAILS

**Ashford Hospital, London Road, Ashford, Middlesex, TW15 3AA.**

**Telephone 01784 884488**

**St. Peter's Hospital, Guildford Road, Chertsey, Surrey, KT16 0PZ.**

**Telephone 01932 872000**

# What If I Want To Complain?

## Patient Information

If you require a translation please call: 01932 723553

اگر تیار یہ ترجمہ فارسی، لطفاً یا شمارہ 01932 723 553 تماس بگیرید۔ Farsi

ਜੇ ਤੁਹਾਨੂੰ ਅਸਲੀ ਟੀ ਸੇਵਾ ਹੈ ਤਾਂ ਸਿਰਫ ਅਸਲੇ ਟੈਲ ਨੰਬਰ ਤੇ ਕੋਲ ਅਸਲੇ 01932 723553 Punjabi

اگر آپ کو اردو میں سہولت چاہیے تو براہ کرم 01932 723553 پر رابطہ کریں۔ Urdu

Se precisa de uma tradução por favor contacte: 01932 723553 Portuguese

यदि आपको अनुवाद की आवश्यकता है तो कृपया हम सेवक या फोन करें: 01932 723553 Hindi

আপনার অনুবাদ প্রয়োজন হলে এখানে যোগাযোগ করুন। 01932 723553 Bengali

