Who can provide support with complaints?

If you need support to guide you through the process, please contact Healthwatch Surrey, who can provide free, independent help:

Telephone: 0303 303 0023 (local rate number)
SMS: 07592 787533
Email: enquiries@healthwatchsurrey.co.uk

Further Information?

We try to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on **01932 723553** or email **asp-tr.patient.advice@nhs.net** If you remain concerned, the team can also advise how to make a formal complaint.

We provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمه دارید، لطفا با شماره 01932 723553 تماس بگیرید.
मे तुमाहूं उवमगे वी सेवा दे ता डिसएा अवसे दिस नंबर दे बेत अवे: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

What happens next?

We hope you will be satisfied with our response and explanation about why things happened and any steps we have taken to prevent similar issues in the future.

If your problem has not been resolved or you are not happy with the way your complaint has been handled, you have the right to take your complaint to the Public Service Ombudsman (PSO). The PSO makes final decisions on unresolved complaints about the NHS in England and it is independent of the NHS.

Contact the PSO:
Website: https://www.ombudsman.org.uk
Telephone: 0345 015 4033

Ashford Hospital, London Road
Ashford, Middlesex TW15 3AA
Tel: 01784 884488

St. Peter's Hospital Guildford Road
Chertsey, Surrey KT16 0PZ
Tel: 01932 872000

www.ashfordstpeters.nhs.uk

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Patient's First • Personal Responsibilty • Passion for excellence • Pride in our team

NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

Your Comments & Concerns

Patient Information

Together we care

Our aims

At Ashford and St Peter's Hospitals NHS Foundation Trust, we aim to provide the highest standard of healthcare for our patients.

We realise that sometimes we do not reach these standards and if this happens we like to hear from the people involved so we can work together to put things right and improve our services.

If you have had a disappointing experience as a patient, relative or carer please get in touch and tell us what happened. You have the right to make a complaint about any aspect of NHS care, treatment or service. If you raise a concern or complaint your healthcare will not be affected.

All correspondence is confidential and is kept separate from medical records.

Compliments

Positive feedback has a great impact on our staff - it is nice to know that you are doing a good job from the people you care for.

Please email your compliments to **asp-tr.compliments@nhs.net**

Your messages will be sent directly to the department or ward.

You can also use our ViewPoint feedback kiosks when you visit the hospital or complete the feedback survey that you will receive via text message after your appointment.

When to raise a concern or complain

Complaints should normally be made within 12 months of an incident or of the matter coming to your attention.

You can make a complaint verbally, in writing or by email. If you complain verbally, we will make a record of your complaint and provide you with a written copy.

Permission to complain

If your complaint is on behalf of someone else, we will need their written consent. We will send you a Form of Authority when we acknowledge your complaint. We do not need consent if you are making a complaint on behalf of:

- A person who lacks the capacity to make their own decisions
- A child under 16 who is not able to consent to their own medical treatment (known as a non-Gillick competent child).

If you contact us on behalf of someone who has died we will need evidence that you are:

- A personal representative (the executor or administrator of the deceased person's estate)
- Someone who has a claim resulting from the death (this could be a relative or another person)

How to raise a concern or complaint

1. Talk to staff from your ward or clinic

We encourage you to speak to staff from the department as soon as possible.

This informal approach will often resolve issues quickly because staff are happy to sort concerns and misunderstandings. The names and contact details of senior leaders are clearly shown on posters and noticeboards in clinic and ward areas.

2. Call PALS (Patient Advice and Liaison Service)

If you would prefer to talk to someone who is not involved in your care, our PALS team is here to help.

They are based near the main reception at St Peter's Hospital and will help you with concerns and issues.

You can speak with a PALS member, who will try to help you resolve issues informally.

Our PALS team will do their best to sort out the issue as quickly as possible and are particularly helpful if your issue is urgent and you need action immediately, such as a problem with your treatment or care while you are in hospital.

Contact PALS:
Email: asp-tr.patient.advice@nhs.net
Telephone: 01932 723553

3. Contact the Patient Experience and Complaints team

If you feel your concern or complaint needs a more formal investigation you can contact the Patient Experience and Complaints Team.

You will receive a formal acknowledgement within three working days and you should receive a full response within 25 working days, after we have investigated the issues.

Sometimes we need a bit more time to investigate and we may ask your permission to extend this deadline.

We can arrange a meeting with staff to discuss your concerns if you feel this would be helpful.

Contact the Complaints Team
Email: asp-tr.complaints.office@nhs.net
Telephone: 01932 722612