

If you remain unhappy with our response regarding your complaint about a service commissioned by a local authority, you can contact the Local Government Ombudsman.



lgo.org.uk



0300 061 0614

Unfortunately, we do not have a Patient Experience Team based at all of our community locations. However, you can raise compliments, comments, concerns or complaints with community based staff or to the Patient Experience Team via email, telephone or in writing, as detailed overleaf.

Who else can help me with my concerns?

If you are uncomfortable with making a complaint or if you wish to seek independent information, advice, support or representation an advocacy service may be able to help you. The Independent Health Complaints Advocacy Service is provided by Cloverleaf Advocacy and can be contacted on;



cloverleaf-advocacy.co.uk



0300 0124212



NHSComplaints@cloverleaf-advocacy.co.uk



Cloverleaf Advocacy, 5th Floor, Empire House, Wakefield
Old House, Dewbury, West Yorkshire, WF12 8DJ

Carers Federation provide advocacy for patients in the North East:



0808 802 3000



carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica

Alternatively, you may wish a friend or family member to raise the concerns on your behalf. We would be happy to discuss your concerns with them, but would require your consent before sharing any information with them.



The Patient Experience Team



Listen
Respond
Improve

We want to improve our services, so that you feel

satisfied with the care and attention you receive from our Trust

We strive to provide the highest quality services, but sometimes things can go wrong. If you tell us when things are not working well we can use your feedback to improve the services we provide. We also want to know when things are going well. A compliment or comment to an individual, team or department can have a real impact.

If you want to provide a compliment or comment

A compliment can let staff know that they are getting it right and comments can help to improve or change the way things are done. Feedback can be provided directly to staff, through the comment box on the main reception desk at Harrogate District Hospital or via The Patient Experience Team.

If you have a problem or concerns

If possible, let someone know as soon as you are aware of a problem. It is usually best to speak to the nursing or medical staff who are involved in your care. In many cases, they are best placed to listen to your concerns and provide you with information, clarification or support. The majority of these concerns are resolved quickly and easily.

You can contact The Patient Experience Team when you have further concerns about your care or the care of a relative or friend.

The Patient Experience Team can assist you by clarifying your concerns and how you would like these to be resolved. The Team will agree the process for resolving your concerns and a timescale for a response.

If you want to raise a complaint

The Trust has a formal complaints procedure. Please contact The Patient Experience Team in order to raise a formal complaint. They will be able to inform you of the process and discuss your options. You can contact the Patient Experience Team via these methods:



Phone us: **01423 555499** (minicom 01423 554466)



Email us: **hdft.patientexperience@nhs.net**



Write to us: **The Patient Experience Team, Trust HQ,
Harrogate District Hospital, Lancaster Park Road, HG2 7SX**



Fill out a Feedback Form online at:

hdft.nhs.uk under the
Patient Experience Team page
or **Scan the QR code here:**



Speak to us on site by **asking the Front
Desk Receptionist or Volunteer**



For more information visit: **hdft.nhs.uk/patients/patient-experience**



Alternatively you can write to our Chief Executive:
**Jonathan Coulter, Chief Executive, Harrogate & District NHS
Foundation Trust, Lancaster Park Road, Harrogate, HG2 7SX**

If you remain unhappy

We will make every effort to try and resolve your concerns. Once the Trust has investigated and responded to your concerns, you have the opportunity to inform us that you are unhappy. The Trust will agree with you the best way to resolve your outstanding concerns. If you still remain unhappy you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman can review the way your complaint has been handled.



For more information visit: **ombudsman.org.uk**