



**Countess of  
Chester Hospital**  
NHS Foundation Trust

# Patient Experience Matters

Listening and responding to your comments,  
compliments, concerns and complaints



## We want to listen

Whether you have had a good experience or you have some concerns, we would like you to tell us what you think of our services and about the care you have received.

We take all feedback very seriously. We want to pass on positive feedback to our staff and if we have got something wrong, we want the opportunity to put things right as quickly as possible.

We assure you that your care will not be compromised in any way if you raise a concern or make a complaint.

## I want to make a compliment or comment

We want to learn from your experiences and to let our staff know that the standard of care and professionalism has been noticed.

You can share your experience by:

- Posting a comment within the '*Patients, Visitors & The Public - Tell us what you think*' section of the hospital's website at [www.coch.nhs.uk](http://www.coch.nhs.uk).
- Posting a comment within the 'feedback' section of the NHS Choices website at [www.nhs.uk](http://www.nhs.uk).
- Contacting the Patient Experience Team (see page 4).
- Writing to the Chief Executive (see page 4).

## I have a concern

We want to resolve your concerns quickly and encourage you to:

- Tell the staff involved about your concerns.
- Speak to the person in charge of the department or ward.
- If you are an inpatient, talk to the Ward Manager/Matron or Doctor in charge of your care.
- Speak to the Patient Experience Team (see page 4).

## **I still want to make a complaint**

If you are still unhappy, you can make a formal complaint. You can do this in writing or by email. This should be done within 12 months of the event that caused your complaint, or within 12 months of learning of the problem.

We will acknowledge your complaint and confirm your concerns within 3 working days of receipt. We will contact you to discuss your complaint to ensure that we have understood and recorded your concerns correctly and give you a chance to make changes if you wish.

The Patient Experience Team will support you during the process.

## **I want some independent support**

Healthwatch Cheshire is a free service that can help you make a complaint.

Healthwatch can:

- Give you advice on how to make a complaint.
- Help you write letters and make sure they are sent to the correct organisation.
- Go with you to meetings about your complaint.
- Speak to the hospital / service for you.

You can make contact with Healthwatch as follows:

*Telephone:* 0300 323 0006

*Email:* [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)

*Write:* Healthwatch Cheshire CIC  
Sension House  
Denton Drive  
Northwich  
Cheshire  
CW9 7LU

If you are a Welsh resident you can also seek support and advice from the Community Health Council (CHC).

*Email:* complaints@waleschc.org.uk

*Telephone:* Anglesey  
Conwy **01248 679284**  
Gwynedd

Denbighshire  
Flintshire **01978 356178**  
Wrexham

### **I want to complain on behalf of an adult**

To protect patient confidentiality we require a signed and dated statement from that person, giving us consent to investigate the complaint and to release confidential information to you. If the person is unable to give consent, a member of the Patient Experience Team will be able to explain what you need to do.

### **I want to complain on behalf of a child**

You can make a complaint on behalf of a child under 18, but only if the child cannot make the complaint themselves. If you are the parent / guardian of a child or young person who can make a complaint themselves, we will need the child's consent for you to make the complaint on their behalf.

### **I am a child or young person and want to make a complaint**

If you are a child or young person, you have the right to complain about something that goes wrong. You may be worried about making a complaint because you don't want your parents to know about the issue or you may be worried about not being taken seriously.

All complaints are kept confidential, except in exceptional cases.

## What will happen next?

We will investigate the concerns and issues you have raised on behalf of the Chief Executive.

The Chief Executive will provide you with a full written response in a time frame agreed with you.

A member of the Patient Experience Team will keep you regularly updated.

## What if I am unhappy with the response?

We would encourage you to contact the Patient Experience Team in this instance, to raise or highlight any concerns that you feel we haven't addressed, and we will review your complaint and our investigation. You may also contact the Parliamentary Health Service Ombudsman's office and ask them to review your complaint.

The Ombudsman can be contacted as follows:

*Telephone:* 0345 015 4033

*On Line:* [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

*Letter:* The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, LONDON,  
SW1P 4QP

## Please contact us with your feedback;

- Patient Experience Team (formerly PALS) – 0800 195 1241 (select option 2) or 01244 366066; [cochpals@nhs.net](mailto:cochpals@nhs.net)
- The Chief Executive, Countess of Chester Hospital NHS Foundation Trust, Liverpool Road, Chester, CH2 1UL
- Posting a comment on the Countess of Chester Hospital website at [www.coch.nhs.uk](http://www.coch.nhs.uk) within the 'Patients, Visitors & The Public - Tell us what you think' section
- Posting a comment within the 'feedback' section of the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)

This leaflet is available in large print, Braille, on compact disk and in other languages on request.

*Please contact the Patient experience team on:*

Telephone: **01244 366066**  
or email: [cochpals@nhs.net](mailto:cochpals@nhs.net)

إذا ترغب في الحصول على الوثيقة باللغة العربية ، فضلاً اتصل بمركز معلومات المرضى أو تحدث مع أحد الموظفين

若是你想索取這份傳單的中文譯本，請聯絡「病人預約中心」或向其中一名職員查詢。

Si vous voulez cette brochure en français, contactez le bureau des rendez-vous ou demandez à un membre du personnel.

यदि आप यह परचा हिन्दी में लेना चाहते हैं तो कृपया पेशेन्ट अंपाइन्टमेन्ट सेन्टर से संपर्क करें या किसी स्टाफ से पूछें।

Haddii aad jeclaan laheyd buug-yarahan oo af-Soomaali ku qoran la soo xiriir xarruunta bukaan ballaminta ama wax weydii xubin shaqaalaha ka tirsan.

Si desea recibir este folleto en español, sírvase contactar al Centro de Citas para Pacientes o solicitarlo al personal.

اگر آپ کو یہ کتابچہ اردو میں درکار ہے تو پيشفت اپوائنٹمنٹ سینٹر یا عملے کے کسی رکن سے رابطہ قائم کریں۔

Mae'r daflen hon ar gael (ar gais), mewn print bras, ar dâp sain neu ar ddisg, ac efallai mewn ieithoedd eraill ar gais. Cysylltwch â chanolfan apwyntiadau cleifion i ofyn am gopi.

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