

## The Complaints and Patient Experience Team

The Complaints and Patient Experience Team have their main office at Trust Headquarters. Please contact them for help or advice.



Address: Complaints and Patient Experience Team  
FREEPOST RSJL-JXSX-ATUE  
5 Sterne Road  
Tatchbury Mount, Calmore  
Southampton  
Hampshire SO40 2RZ



Tel: **023 8231 1200**



Email: [hp-tr.customerexperience@nhs.net](mailto:hp-tr.customerexperience@nhs.net)



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



In person: by making an appointment



Fax: **023 8087 4178**

If you need any other arrangements to be made in order to contact the team, this can be arranged including access to an interpreter. An easy read version of this leaflet is also available in print and on the website.



Southern Health  
NHS Foundation Trust

# Have your say

compliments, comments,  
concerns and complaints

**This information is available in other formats and languages including large print, braille and audio.**

**Please contact:  
Communications and Engagement Team  
023 8087 4666**



@Southern\_NHSFT



Southern Health

Become a member of our Trust.

Email: [membership@southernhealth.nhs.uk](mailto:membership@southernhealth.nhs.uk)  
or call 023 8087 4253

[www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)



**Quality care, when and where you need it**

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Communications and Engagement Team.  
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### OUR VALUES

Patients & people first

Partnership

Respect

## Our staff can help

Any concerns that you have are often best dealt with when they arise. We would always encourage you to raise concerns with a member of staff who knows you and your situation (such as a doctor, nurse or therapist) or their manager. Staff will seek to resolve your problems promptly.

If you remain unhappy or would prefer to speak to somebody separate from the service, you can contact the Complaints and Patient Experience Team.

Sharing concerns can help us to improve services for you and others in the future. The Complaints and Patient Experience Team can help you if you are a patient, service user, relative or carer.

The team will listen to your comments and concerns and can liaise with staff, managers and other organisations to aim to provide prompt resolutions.



## Compliments

If you have been particularly pleased with any of our services, let us know. Any compliments received are shared with the staff and help us to encourage good practice. (You can also compliment the team or member of staff directly, if you prefer).

## Complaints

Staff work hard to provide a high standard of care, however, sometimes things do go wrong. When they do, we would like the opportunity to put things right as quickly as possible and learn from them.

We understand that it may not be an easy decision to complain. The Complaints and Patient Experience Team can assist you with making a complaint and will guide you through the process.

We will discuss with you how you wish your complaint to be handled and together, we will be able to agree on the timeframes involved.

You can expect a thorough investigation as well as the opportunity to meet with relevant managers, if that is appropriate.

All complaints are treated in the strictest of confidence and are only discussed with members of staff involved and their managers.

Raising a complaint as soon as possible after the event will help us to investigate the issues effectively. Providing a contact number will enable us to get in touch with you right away.

Details of complaints are not kept in your health records. Making a complaint will not affect your ongoing or future care and treatment in any way.

## Useful contacts

### The Parliamentary and Health Service Ombudsman

If once the Trust has had the opportunity to address all of your concerns, you remain dissatisfied, the next stage is to ask the Ombudsman to review your complaint. You will be informed by the Trust when it considers there is nothing further it can do to resolve your complaint.

#### ● The Parliamentary and Health Service Ombudsman

Millbank Tower  
Millbank  
London SW1P 4QP

Telephone: **0345 015 4033**

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

### Independent Advocacy for NHS complaints

We will endeavour to support you through the NHS complaints process but if you would like assistance you can contact an appropriate advocacy service. This service is independent of the NHS. If you would like contact details for an advocate in your area, please contact the Complaints and Patient Experience Team (contact details overleaf).

## NHS Choices

Some people may prefer to give feedback via another organisation. This can be done via NHS Choices. [www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)