

You can remove this page and send it to us.

Tell us what you think...

I want to tell you about:

A compliment A comment A concern A complaint

Tell us about it here...

If you are raising a concern or a complaint, or if you would like someone to contact you, please tell us...

Your name: _____

Telephone number: _____

Email address: _____

Patient name (if different): _____

How would you like us to contact you? Telephone Email

Contact Details

Patient Advice and Liaison Service (PALS), Chesterfield Royal Hospital

Our PALS Team is here to help you with any queries, concerns or comments you might have. Please get in touch.

Write to us:

Assistance and Complaints, Chesterfield Royal Hospital, Calow, S44 5BL

Telephone us: 01246 512640
or 01246 513742

Email: crhft.acs@nhs.net

Visit our web page and fill in our form:

www.chesterfieldroyal.nhs.uk/patients-and-visitors/assistance-complaints-service

Visit us: The Assistance and Complaints office is behind reception in the main entrance.

Opening hours: 9.00am to 4.00pm Monday to Friday (except Bank Holidays)

Or you can fill in the form at the back of this leaflet to tell us what you think.

Telling us about a concern or complaint will not affect your care or treatment, or that of a relative or friend.

We would take action if we found that a patient was treated differently after a concern or complaint was raised.

If you want to talk to someone outside of the hospital, you can also contact:

Healthwatch Derbyshire

Healthwatch listen to what people have to say about their experiences of using health and social care services and will feed this information back to us to act upon.

Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, DE56 0RN

Telephone: 01773 880786
or (text) 07943 505355

Email: enquiries@healthwatchderbyshire.co.uk

Website: www.healthwatchderbyshire.co.uk

Derby and Derbyshire Clinical Commissioning Group (CCG)

Derby and Derbyshire CCG are committed to making sure they listen to and act upon feedback from patients and the public.

Telephone: 01332 868730

Email: ddccg.enquiries@nhs.net

Website: www.derbyandderbyshireccg.nhs.uk



**Chesterfield
Royal Hospital**
NHS Foundation Trust



Here to help Compliments, Comments, Concerns and Complaints



NO
POSTAGE
REQUIRED

Tell us what you think...

We would really like you to tell us about your experience at Chesterfield Royal Hospital; it helps us to know when we're doing well or if there's something we could do to make things better.

Compliments

We would love to hear from you if you've had a good experience; we can then share this with our staff. Our staff are dedicated to providing the best possible care and they really appreciate hearing when they have done a good job.

Comments

We would like to hear your thoughts, ideas and suggestions for improving our services.

Concerns

If you're worried about your care or treatment, or that of a friend or relative, or if you have any questions, we want to know about it. Please tell us as soon as possible so we can help you quickly.

Who do I tell?

It's usually best to talk to someone in the team looking after you, particularly if you have a query or concern; they will want to know if something isn't right and they can deal with it quickly.

We understand that you may not always want to talk to someone from the team looking after you, or you may want further support; our Patient Advice and Liaison Service can help.

How can the Patient Advice and Liaison Service (PALS) help?

PALS can't give you any medical advice but they can provide confidential support and help to answer your questions; if they don't know the answer they will put you in touch with someone who can help.

If you want help with a concern, PALS will tell you what will happen and get a response as soon as possible. In most cases, a member of staff from the service your care is under will get back to you. Concerns should be resolved within three working days. PALS can help you if this doesn't happen, so please let them know.

If you wish to make a formal complaint, PALS can help

Complaints

If you're still not happy after telling us about your concern, you have the right to make a formal complaint. It will take us longer to get back to you than with raising a concern, as there will be a formal investigation and written response. A member of the Assistance and Complaints team will support you.

A member of staff will be asked to look into your complaint, speak to the staff involved and review all the information we have. We will keep you updated.

Once the investigation is complete, we will let you know what we find and tell you about any action we plan to take. You can choose for us to tell you in writing or in a meeting.

Please tell us about any concerns or complaints you have, so that we can learn and improve our services.

Assistance and Complaints Service

Main Entrance

Chesterfield Royal Hospital NHS Foundation Trust

FREEPOST – NAT18842

Chesterfield

S44 5BR

Fold and seal this form or put it in an envelope and post to the address above. You do not need a stamp, as the address is freepost.

You can also hand it to a member of staff or drop it into the Assistance and Complaints Office in the main entrance.