

Your Experience Matters

Do you need advice, want to say something or don't know who to speak to?

- how to make a comment
- say thank you
- resolve a concern or
- make a complaint about our services.



As a Trust we recognise how important it is to listen to feedback from the users of the services that we provide; your experience matters to us and we welcome and value your contribution to improving the quality of the care that we provide.

In this leaflet you will find information about the ways in which you can contact us to provide your feedback, including how to make a comment, resolve a concern or to raise a formal complaint. We also explain how we engage with our service users and patients.

Patient Advice and Liaison Service (PALS)

What is PALS?

The PALS service provided by Cambridgeshire Community Services NHS Trust offers a point of contact within the organisation for patients, their families and carers.

How can PALS help?

PALS assist patients /service users, their relatives, friends, carers and advocates by:

- Liaising with services and responding to concerns or issues regarding the care that we provide; we act independently when handling concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions.
- Working to resolve problems as quickly as possible in order to reach a positive outcome;
- Helping to improve services by receiving patient feedback and sharing with managers;
- Providing information about the NHS Complaints procedure and how patients can receive independent advice and support;
- Signposting service users to other NHS and social service organisations.

Compliments - saying thank you!

We're listening:

Your views count and your experience matters to us. All feedback is very welcome and we would like to hear from you.

Did we get it right?

Our staff are always very pleased to know when the care, treatment and support they provided has been appreciated. If you would like to share a positive experience about your care or just make a comment on our services, we would be delighted to receive these and share them with the staff involved and wider audience.

Compliments and comments may be sent to PALS using the contact details found on the back page of this leaflet.

"Huge thank you for all that you have done to help our family. We are ever so grateful for the support you gave us."

"Listened with empathy, professional, very pleasant and helpful."

"Excellent patient manner, listening to details of problem and practical suggestions."

"Explaining not only to myself but to my 8 year old son options that are available. Very patient. Calm, no rushing and felt at ease and reassured. Brilliant service from the start."

"The receptionist and clinical staff were extremely kind and knowledgeable. Could not be better."

"Very friendly and quick and easy to do. No waiting, clinic easy to find."

"Made my son feel comfortable and laugh"

"Looked after me and made me feel safe and that everything was confidential. "

Friends and Family Test

The NHS Friends and Family Test is a simple feedback tool which asks the key question... How likely are you to recommend our service to friends and family if they needed similar care or treatment?

The “Friends and Family Test” is incorporated into all our patient experience questionnaires, feedback forms and our online survey. Comments received are anonymous, however if you wish to be contacted regarding your feedback or wish to discuss how your comments may be used, please contact the PALS team.

Feedback from anyone who uses our services is extremely valuable as it tells us how we are doing and helps us to improve services.

Patient Surveys and Feedback

Who best to tell us whether our services are high quality than those that use them! We have a number of opportunities in place for service users to tell us what they think and we use this rich source of feedback to measure the quality of our services and improve services.



Feedback also provides excellent evidence for us, our Commissioners, the Care Quality Commission and our services users of the quality of our services.

People Participation

People Participation places patients, staff, local communities and partner agencies in the heart of improving, designing and delivering our services.



As a Trust we believe that Everyone plays a part in creating an effective service.

Everyone is an equal partner

All people have assets and gifts that can be shared and used to improve outcomes.



All people play a valuable role when working together to produce effective services.

Getting YOUR voice heard and getting involved.

There are many ways in which you can participate, some examples are shown but if you have any ideas on how to participate then you can let us know.



Surveys

These are a quick and direct way to capture feedback from patients, families, communities and staff. They often lead to change and the outcomes can be easily measured.



Focus Groups

An opportunity for people to discuss in a safe but open place about a subject. These are a fantastic way in which to capture EVERY voice and often lead to change.



Patient Stories

A persons voice telling their own personal experience of a service is incredibly powerful. These can be heard at all levels and a patient story is heard at Trust Board six times a year.

Concerns

We're listening:

Your views count and your experience matters to us. All feedback is very welcome and we would like to hear from you.

If we got it wrong:

The Trust values your comments to help us learn from your experience. If you have a concern about the care that you or a relative have received, we aim to resolve this quickly and efficiently.



- You can raise concerns in person, in writing, by telephone or by email.
- Most concerns can usually be sorted out straight away by the staff that are caring for you. Tell them what is worrying you and they will do their best to help you.
- We encourage our staff to help you deal with concerns in an open, friendly and confidential manner. They will do their best to resolve your concerns on the spot, or as quickly as possible.
- If it is not possible to resolve your concerns with the service, the PALS team are available to assist. PALS can talk to staff on your behalf and work with you to try to resolve the issues.
- PALS can, at your request, arrange face-to-face meetings with staff to discuss concerns and issues and can attend to assist and provide support to the patient, carer or relative.
- PALS will liaise with Trust staff and other providers to obtain relevant information about any aspect of care; this may include signposting to external organisations. Where a concern raised involves other organisations, PALS staff will ensure input is received from the other organisation to resolve the issue.
- If it is not possible to fully resolve concerns to your satisfaction, the PALS service can assist you in escalating through the Trust's formal Complaints process.

Complaints

The Trust views complaints positively, using them as an opportunity to improve services.

If you are unsure on how best to address the issue that you have or if you are unsure if it is a complaint the PALS team can help. You can discuss the options available and decide how you would like to proceed to get a resolution. The PALS contact details are on the back page.

What happens next?

1. We will contact you to acknowledge receipt of your complaint within three working days.
2. An investigator will be assigned to your case.
3. You will receive a written response within 25 working days.
4. If your complaint is complicated and involves several organisations or departments or if an HR investigation is required the timeframes may be longer. This will be discussed with you.
5. At the end of the investigation our response with evidence and information will be sent to you by the Trust's Chief Executive.

Your complaint will be managed by the Complaints Manager. If you have any questions during the process the Complaints Manager will be able to help, contact details are on the back page.

If you need support from an advocate, the links below will take you to the NHS Advocacy Services.

www.pohwer.net (Bedford, Luton and Norfolk)

www.voiceability.org (Cambridgeshire, Peterborough, Suffolk)

For further information about this service contact:

PALS:

- Patient Advice and Liaison Service
- Compliments - saying thank you!
- People Participation
- Concerns - if we get it wrong

Tel: 0300 131 1000

Email: CCS-TR.PALS@nhs.net

Write to us (no stamp required):
FREEPOST CCS LUT PATIENT EXPERIENCE



Complaints

Tel: 01480 398799 or 07951 498777

Email: ccs.complaints@nhs.net

Write to us (no stamp needed)
FREEPOST: RTGA-CTLG-SCKH
Complaints Team (supported by Serco)
Unit 3, Meadow Park
Meadow Lane
St Ives
Cambs, PE27 4LG

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.