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Service User Feedback Team
Southern Health & Social Care Trust
Beechfield House
Craigavon Area Hospital
Portadown
BT63 5QQ

Please cut along this line

If you require assistance in making a complaint, we will be happy to help;

**Service User Feedback Team
Southern Health & Social Care Trust
Beechfield House
Craigavon Area Hospital
BT63 5QQ**

Telephone: 028 3756 4600

Email: complaints@southerntrust.hscni.net

Online Feedback Form available at
www.southerntrust.hscni.net

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. You can get more information on the services they provide by phoning **0800 917 022** or at www.patientclientcouncil.hscni.net

Making a complaint does not affect your rights and will not result in the loss of any services you have been assessed as requiring.

We encourage you to raise any concerns as soon as possible. You should normally complain within 6 months of the event or 6 months of you becoming aware that you have cause for a complaint, and normally no longer than 12 months after the event.

What Happens Next?

Your complaint will be acknowledged within 2 working days of receipt. We will aim to respond to your complaint in full within 20 working days. Some complaints take longer to resolve than others. We will tell you if it becomes clear that we are unable to respond within these timescales.

Please cut along this line

What to do if you are still not happy?

If you are not happy with our response you can contact the Directorate Governance Team who responded to your complaint. They will discuss the options available which may assist in resolving any outstanding issues.

If after this you remain unhappy, you can refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO). NIPSO will consider your complaint to determine whether it warrants investigation by them. Further information on the services provided by the Ombudsman is available by phoning **0800 34 3424** or at www.nipso.org.uk

Complaints about regulated establishments e.g. nursing or residential homes

If your complaint relates to a placement we have made in an establishment such as a nursing or residential home, you should initially raise your complaint to the provider of care.

If you are not happy with the response you receive, you can refer your complaint to the Trust.

The Regulation and Quality Improvement Authority (RQIA) is Northern Ireland's independent health & social care regulator. If you believe your concerns may relate to a potential breach of regulations or minimum care standards you can contact RQIA on **028 90517500** or by email at: info@rqia.org.uk

We Value Your Views

If you have a compliment, suggestion or complaint about our services we want to hear from you!

Your Feedback Matters



The quality and type of services we provide is very important to us. We aim to continually improve and it is often people who have observed our services who can help us to learn and improve by sharing their experiences.

Compliments and Suggestions

We are always keen to know when things have worked out well for our service users and what aspect has made it a positive experience for them. These compliments, which highlight good practice, will be forwarded to the relevant staff and departments.

We welcome all suggestions, share them with relevant staff and consider them fully with a specific aim to improve services, where possible. Compliments and suggestions can be made in writing, by email, by using our online feedback form, by telephone or completing the attached form.

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10,000 More Voices

Your chance to influence the future of healthcare



The Public Health Agency (PHA) is carrying out an extensive piece of work across all Health and Social Care Trusts (HSCTs), with the aim of introducing a more patient and client-focused approach to services and shaping future health-care in Northern Ireland. This is called '10,000 More Voices'.

Unlike other healthcare questionnaires, it gives you an opportunity to highlight what is important to you, such as what you particularly liked or disliked about the experience and what matters to you. We want to read accounts from patients and clients (or families and carers) of your experiences in healthcare from the last six months, so we can understand the impact this experience has had on you (or the person in your care).

By completing the 10,000 More Voices survey you are consenting to your anonymous information being used in a variety of ways, for example: in the development of reports, at meetings, as part of staff induction, education and training. Collectively, feedback will be used to drive quality improvement and to influence how services are shaped in the future.

**10,000 More Voices Facilitator
Mairead Casey
Southern Health & Social Care Trust
St Luke's Site Armagh, BT61 7NQ
Telephone:** 028 3756 6764 / 077 89505502
Email: mairead.casey@southerntrust.hscni.net
Online Link: <http://eu.sensemaker-suite.com/10kvoices>

Complaints

The Trust aims to provide the highest possible standard of care to all service users, but sometimes things don't always go according to plan. When this happens it is important for us to put things right quickly.

How to Complain

Initially you may wish to express your concerns to the person who is providing the care or service and they will try to resolve your concerns straight away. If they are unable to, you may wish to express your concerns to our Service User Feedback Team.

You can make your complaint in the way that best suits you. This can be in writing, by telephone, by email, by using our online feedback form, by arranging an appointment with our Service User Feedback Team or completing the attached form.

You should provide us with details of:

- how to contact you;
- who or what you are complaining about;
- where and when the event that caused your complaint happened; and
- where possible, what action you would like us to take

For Compliments, Suggestions & Complaints

Please tick the appropriate box below and complete the information required.

Compliment Suggestion Complaint

First Name: _____

Last Name: _____

Address: _____

Postcode: _____

Date of Birth: _____

Telephone: _____

If you are making a compliment, suggestion or complaint on behalf of someone else, please provide us with their details below and indicate your relationship to that person;

Their Name: _____

Address: _____

Postcode: _____

Date of Birth: _____

Relationship: _____

Location regarding your compliment, suggestion or complaint:

Please cut along this line and fold form in half to seal, using gummed edge