The 'how to' guide to feedback and complaints

Before you fly off home... help us to be more wise

Write ... Type ... Talk ...

For more information ask a member of staff or ... visit:

http://bit.do/NHSAAfeedback

http://bit.do/careopinion
The ‘how to’ guide to feedback, comments, concerns, complaints, compliments or a mix.

In this booklet:

- Feedback or complain to NHS Ayrshire & Arran direct page 3
- How to feedback through Care Opinion page 4
- For guidance on contacting external organisations pages 5-6
- Quick guide to feedback back page

You are the best person to tell us about your care

By telling us about your care, you help us to provide a better service. This puts you at the heart of your care and you will get the best care possible. Care should be decided and delivered with you and your family. We aim to deal with your feedback as quickly as possible but most importantly, we want to improve things when it is possible to do so. The staff now aim to give ‘early resolution’ where it is possible. In other words, we want to make things better. This may be for you, your loved one, your family member or your friend.

Your feedback may also help us to change things for others who follow you into the service.

You may want to tell us about:

- a good experience and you want us to pass on your thanks;
- a poor experience so we can prevent it happening again;
- a mixed experience, both good and poor; or
- a suggestion you have to help us improve the service

So how can you give feedback?

You can speak direct with a member of the team looking after you or your family/friend. They may be able to resolve your concern to your satisfaction or pass on your thanks.

There are other ways you can give feedback. You can contact NHS Ayrshire & Arran directly or you may wish to use the independent company, Care Opinion, who handle feedback. Your anonymous story will feature on their website.
Feedback - what is yours?

Write, type or talk - Giving feedback direct to us

All stories of healthcare are welcome.
Remember, you can speak to a member of staff involved in providing care to you or someone close to you.

Write

From the feedback noticeboard at the entrance area of most of our hospitals, you can pick up a form and freepost envelope or a small information card. Please take one before you go home.

Type

Visit the website http://bit.do/NHSAAfeedback
Or scan this QR code, the black and white box, with a barcode scanner from a smart phone, it will take you straight to NHS Ayrshire & Arran’s feedback form.

Talk

call 0800 169 1441 to give feedback
If you want to complain and you would prefer to speak with someone who is not directly involved in providing the care to you or your loved one, you can contact our Complaints team direct.

To make a complaint to the complaints team

If you want to complain on behalf of someone else, you will need the person’s consent or have Welfare Power of Attorney.

Write

The Complaints Team, Eglinton House, Ailsa Hospital, Dalmellington Road, KA6 6AB

Type (email)

complaintsteam@aapct.scot.nhs.uk

Talk

Call 0800 169 1441 to complain
An independent and anonymous way to feedback

Care Opinion (CO) (previously Patient Opinion) has been endorsed by the Scottish Government and NHS Ayrshire & Arran as an independent means to collect all feedback.

You can write, type or talk to Care Opinion and your story will be featured on their website. All stories are moderated to ensure your anonymity. All feedback received is shared widely with the service for their awareness and any actions.

Write
Freepost forms can be provided on request from the Patient Feedback Manager on 01563 826222.

Type
Visit the website http://bit.do/careopinion
Or go direct to the web form by scanning this QR code with a barcode scanner from a smart phone.

Talk
Call 0800 122 3135 and tell your story.
You can also call Care Opinion from Taxi infopoints. These are near main entrance areas of several Ayrshire and Arran buildings.
A staff member of NHS Ayrshire & Arran will responded to you and pass your post to the appropriate manager and team.

What happens next?
You will be listened to and heard. Thanks and gratitude will be passed to the staff. Where improvements are agreed, some will be implemented quickly. Other improvements may take a bit longer and some may not be possible for a variety of reasons.
Additional guidance/help

Getting help from the Advocacy Service

An advocate can;

- get the information you need to make your own decisions;
- help you express your views; and
- make sure your views are heard.

The Feedback and Complaints Team can tell you about advocacy services in your area. They will also be able to help you with any question you may have about giving feedback or making a complaint about the NHS in Ayrshire and Arran.

Information for young people (leaflets available on the web)

- 'Consent – Your Rights' explains how you can be involved in decisions about your health care and treatment.
- 'Confidentiality — Your Rights' tells you how the health service keeps information about you private.
- 'Have your say! - Your right to be heard' tells you how to give feedback or make a complaint about the NHS.

Patient Advice and Support Service (PASS)

PASS can help support you to make your complaint. For more information about the Patient and Advice Support Service

Visit
www.patientadvicescotland.org.uk/

Talk
Call 0800 917 2127 (National number)

Or you can contact your local Citizens’ Advice Bureau (CAB)

If you are still unhappy after you have complained, you can ask the Scottish Public Services Ombudsman (SPSO) to consider it further, which they will do so in some cases.
The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints.

**Type (email)**  
ask@spso.org.uk

**Talk**  
Call 0800 377 7330

**Or visit the website www.spso.org.uk**

**Other useful websites**

- Making a complaint about the NHS Scotland  

- NHS Health Scotland  

- Staff Governance Standard —  
  www.staffgovernance.scot.nhs.uk

- Better Together allows people to share their experiences of NHS services online —  
  www.bettertogetherscotland.com

- Patient Rights (Scotland) Act 2011 sections 14-16 (patient feedback, comments, concerns or complaints)  
  www.scotland.gov.uk/topics/health/patientrightsbill

- Making a complaint about the NHS  
  www.patients-association.org.uk/
All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Wszystkie nasze publikacje są dostępne w różnych językach, dużym drukiem, brajle (tylko w wersji angielskiej), na taśmie dźwiękowej lub w innym formacie Twojego wyboru.

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

Tha gach sgriobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip claistinn no riochd eile a tha sibh airson a thaghadh.

Hamara sab prekanon andek bhashaon, bade aksaraon ki chupalai, brael (keval angrezi), sumane wali kaseet ya aapki pasandnusara kisi anhy format (astha) me bh bhalte hain.

Tell us what you think...

If you would like to comment on any issues raised by this document, please complete this form and return it to: Communications Department, 28 Lister Street, University Hospital Crosshouse, Crosshouse KA2 0BB. You can also email us at: comms@aaaht.scot.nhs.uk. If you provide your contact details, we will acknowledge your comments and pass them to the appropriate departments for a response.

Name ____________________________________________________________
Address _________________________________________________________
_________________________________________________________________
Comment ________________________________________________________
_________________________________________________________________
The quick guide to feedback

Speak to a member of staff first if you feel it is the right thing to do.

Direct to NHS Ayrshire & Arran

**Write**
Forms are on the ‘feedback noticeboards’ at most hospital entrances in NHS Ayrshire & Arran

**Type**
online at http://bit.do/NHSAAfeedback
or scan this box

**Talk**
Call - 0800 169 1441

For complaints, email the complaintsteam@aapct.scot.nhs.uk

Feedback through Care Opinion

Care Opinion (was Patient Opinion) - an independent feedback platform

**Write**
You can request a paper form from the Patient Feedback Manager on 01563 826222.

**Type**
online at http://bit.do/careopinion
or scan this box