

If you or someone you know needs help understanding this document, or would like the information in another format such as large print, easy read, audio, Braille or another language, please contact our communications team on 020 7798 1420 or by email to communications@clch.nhs.uk

إذا كنت، أو أي شخص آخر تعرفه، بحاجة إلى المساعدة في فهم هذه الوثيقة، أو تود أن تكون المعلومات في شكل آخر، مثل الطبعة الكبيرة، سهل القراءة، بالصوت، طريقة بريلي (Braille) أو بلغة أخرى، فنرجو الاتصال بفريق الاتصال التابع لنا على رقم هاتف 020 7798 1420 أو على عنوان البريد الإلكتروني communications@clch.nhs.uk

اگر برای فهمیدن این سند نیاز به کمک دارید یا کسی را می شناسید که ممکن است نیاز به کمک داشته باشد، یا این اطلاعات را به اشکال دیگر مثل چاپ درشت، ساده نویسی، نوار صوتی، حروف نابینایان یا به زبان دیگری می خواهید، لطفاً با تیم ارتباطات ما با شماره تلفن 020 7798 1420 یا ایمیل communications@clch.nhs.uk تماس بگیرید.

এ দলিল বুঝতে আপনার বা আপনার পরিচিত কারো সাহায্যের প্রয়োজন হলে বা অন্য কোন মাধ্যমে যেমন বড়ছাপা, সহজপাঠ্য, অডিও, ব্রেইল বা ভিন্ন ভাষায় এটা চাইলে আমাদের কমিউনিকেশন টিমকে 020 7798 1420 এ নাস্বারে বা communications@clch.nhs.uk এ ইমেইল ঠিকানায় যোগাযোগ করুন।

若你或你認識的人需要別人協助去理解這份文件，又或是，你需要這份文件以其他形式出現，供你使用，另類形式可以是大大字、容易明白語言、聲音、盲人凸字，或是其他語言；請致電 020 7798 1420，或電郵至 communications@clch.nhs.uk 與我們的溝通組同事接洽。

En caso de que Ud. o alguien que Ud. conozca necesite ayuda para comprender este documento o desee esta información en otro formato, ya sea en letras grandes, fácil lectura, audio, Braille o traducida a otro idioma, le rogamos contacte a nuestro equipo de comunicación al 020 7798 1420 o por correo electrónico a communications@clch.nhs.uk

Do you have something to tell us about our services?



Our promise to you:

People who use our services and their carers will not be treated in any adverse way as a result of their feedback to CLCH.

Our healthcare teams in Central London Community Healthcare NHS Trust (CLCH) strive to provide you with the best quality and accessible healthcare services.

Occasionally, a treatment does not go to plan, or you may be unhappy with the service you receive. CLCH values your feedback and we believe it is important to put things right quickly.

We encourage you to speak first with the local manager responsible for the service you have experienced, as they may be able to help you resolve your concerns straightaway.

If you are unhappy with the local manager's action you may wish to raise your concerns with our Customer Service team, which includes our Patient Advice and Liaison Service (PALS).


We welcome your comments, compliments and concerns as they help us to understand where something has gone wrong and improve our service.

Write to:

Customer Service Team
Central London Community Healthcare NHS Trust
Freepost PATIENT EXPERIENCE TEAM CLCH
2nd Floor, Parsons Green Health Centre
London SW6 4UL

 Telephone: Freephone 0800 368 0412

 Email: clchpals@nhs.net or clchcomplaints@nhs.net

 Fax to: 020 7798 0891

Please continue on a separate page if you need to write more.

To meet our commitment to equal opportunities it would be helpful if you would also complete the following details:

5. Gender: Male Female **6. Date of birth (DD/MM/YY):** _____

7. Please tick the appropriate ethnic group below.

- White – British
- White – Irish
- White – Other
- Asian or Asian British (Indian)
- Asian or Asian British (Pakistani)
- Asian or Asian British (Bangladeshi)
- Asian or Asian British (Other)
- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Mixed – Other
- Black or Black British – Caribbean
- Black or Black British – African
- Black or Black British – Other
- Chinese
- Other ethnic group
- Rather not say

8. Do you have a disability or long-standing health condition?

- Yes No Rather not say

9. What is your religion or belief?

- Atheist
- Buddhist
- Christian
- Hindu
- Janist
- Jewish
- Muslim
- Sikh
- Other
- Rather not say

10. What is your sexual orientation?

- Bisexual
- Gay
- Hetrosexual
- Lesbian
- Other
- Rather not say

Please return your form to:
Customer Service Team
Central London Community
Healthcare NHS Trust
FREEPOST PATIENT
EXPERIENCE TEAM CLCH
2nd Floor, Parsons Green
Health Centre
SW6 4UL

If you would prefer to speak to someone who is not directly involved in your care you can use the form included in this booklet, or you may wish to use an advocacy service.

The Independent Complaints Advocacy Service (ICAS)

ICAS is a free service, independent of the NHS, which can provide advice about the NHS complaints process. It can also provide useful assistance to patients and carers who wish to raise any concerns about their NHS treatment or care, such as helping to write letters on your behalf or to attend meetings with you.


ICAS can be contacted by telephone on: 030 0456 2370.

Further information about ICAS can be found on their website at: www.pohwer.net.

What if you remain unhappy with the response from CLCH?

We aim to resolve your concerns in a timely and effective manner. Should you remain unhappy with how your concerns have been managed, you can ask the Parliamentary and Health Service Ombudsman for an independent review of your case.

You can reach the Ombudsman using the details below.

 **Write to:**
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

 **Telephone:** Helpline 034 5015 4033

 **Email:** phso.enquiries@ombudsman.org.uk

 **Website:** www.ombudsman.org.uk

Compliments and comments

If you are pleased with the service you have received, or have an idea or suggestion that you feel would benefit other people who use our services, please tell us using the form included in this leaflet. Compliments will be used to highlight good practice and will be communicated to our healthcare teams so that others may benefit. We will always acknowledge suggestions and ideas in writing.

Do you have something to tell us about our services?

Please complete the form below

1. Contact information:

Name: Mr / Ms / Mrs / Miss / Other – (please state)

Address:

Postcode:

Telephone numbers:

(Home):

(Mobile):

(Work):

Email address:

2. CLCH NHS Trust service details:

Is this about a CLCH NHS Trust service or personnel? Yes No

If 'yes' please write the details below

Name of person or service:

Address of person or service:

Postcode:

3. Have you contacted another organisation or individual about this? Yes No

If 'yes' please write the details below:

Name of person or organisation:

Address of person or organisation:

Postcode:

4. What do you want to tell us?

(Please write the details here):

Please continue overleaf.

Other PALS contacts

Hospitals and NHS commissioners have their own Customer Service teams. If you have a specific question or wish to raise a concern about a local hospital, GP or dentist, you can contact:

Inner North West London PCTs

(Including NHS Hammersmith & Fulham, Kensington & Chelsea and Westminster)

Hammersmith & Fulham
Tel: 0800 389 9092

Kensington & Chelsea
Tel: 020 8962 4547

Westminster
Tel: 0800 587 8818
Email: pals@inwl.nhs.uk

North Central London Commissioning Services

(including NHS Barnet, Camden, Enfield, Haringey and Islington)

Tel: 020 3317 3003
Email: pss@camdenpct.nhs.uk

Outer North West London NHS Cluster

(Including NHS Ealing, Hillingdon and Hounslow)

Tel: 018 9548 8500
Email: hil-pct.EHHPALS@nhs.net

Chelsea and Westminster Hospital

Tel: 020 3315 6727
Email: m-pals@chelwest.nhs.uk

Imperial College Healthcare NHS Trust

(Including St Mary's, Charing Cross, Queen Charlotte's & Chelsea and Hammersmith Hospitals)
Tel: 020 3313 0088
Tel: 020 3312 7777 (St Mary's)
Email: pals@imperial.nhs.uk

Barnet and Chase Farm Hospitals NHS Trust

Barnet Hospital
Tel: 020 8216 4924
Email: barnetpals@bcf.nhs.uk

Chase Farm Hospital

Tel: 020 8375 2378
Email: chasefarmpals@bcf.nhs.uk

Central London Community Healthcare NHS Trust provides quality care for people in their homes and communities.

www.clch.nhs.uk

For health advice and information contact NHS Direct by phoning 0845 4647