

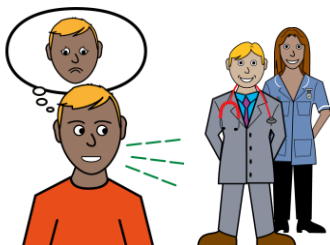
Sorting out problems with your hospital care



There are different things you can do if you are not happy with your hospital care.

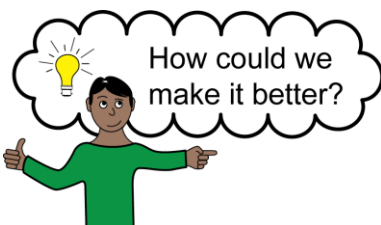


Speak up as soon as you can.



Tell the person treating you:

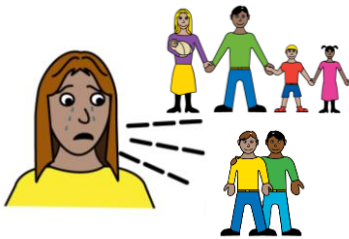
- why you are unhappy



- how they could make it better.



You may not feel comfortable to say anything at the time, and that's ok.



You can talk to a friend, a family member, or someone else who supports you later.

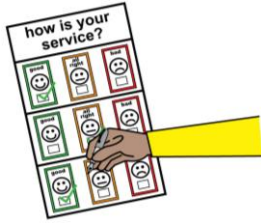
Ask the hospital to fix the problem



If you can't sort the problem, you can speak to the hospital's Patient Advice and Liaison Service.



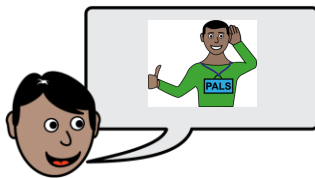
This is known as PALS for short.



PALS is there to help patients sort out their problems in the hospital.



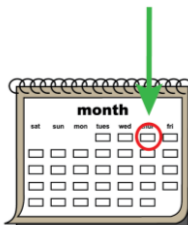
They will do this by speaking with the other people who work in the hospital.



Tell PALS as much as you can, like:



- what happened?



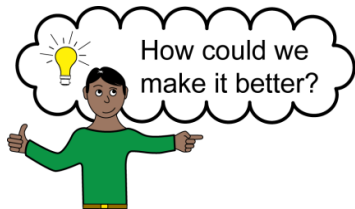
- when it happened?



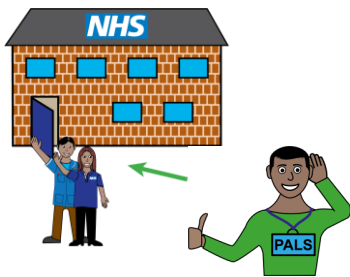
- where it happened?



- who was involved?



- what you want the hospital to do to make things better?

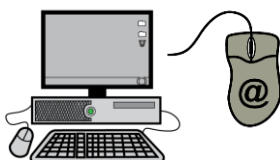


In Sheffield, the PALS team can be found on B Floor of the Royal Hallamshire Hospital or C Floor of the Northern General Hospital.

You can also contact them by:

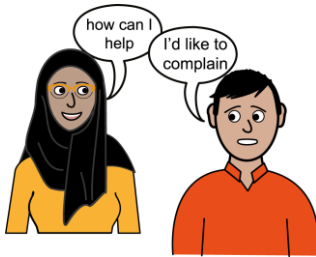


- phone on 0114 271 2400



- email at sth.pals@nhs.net

Make a complaint

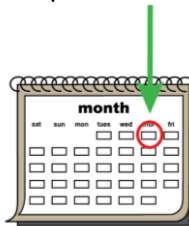


If PALS couldn't help or you are still unhappy, you could make a complaint.



Every hospital has a complaints process you will need to follow.

You will need to say:

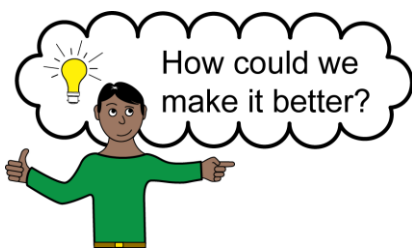


- what happened?
- when it happened?
- where it happened?

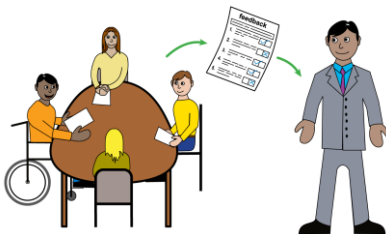




- who you want to complain about?



It will help if you can say what the hospital could do to make things better.



Making a complaint helps the people who run the hospital know what went wrong.



If you need help making a complaint, you can ask an Advocacy service to help you.



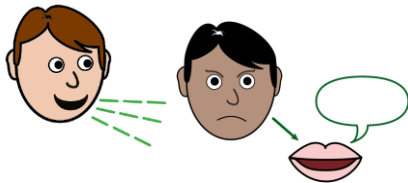
The Advocacy service in Sheffield is called Sheffield Advocacy Hub.



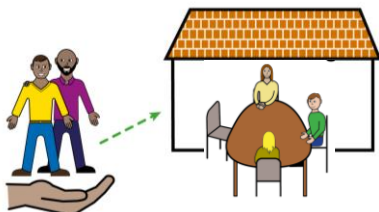
They can help you by:



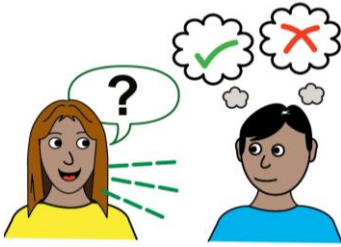
- explaining how to make a complaint



- telling you who you should make your complaint to



- coming with you to any meetings about your complaint



- explaining anything you don't understand

You can contact Absolute Advocacy (Cloverleaf) by:



- phone on 0800 035 0396



- email at info@sheffieldadvocacyhub.org.uk

Tell the Parliamentary and Health Service Ombudsman



If your complaint hasn't been sorted, you can go to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman



deals with complaints which haven't been sorted by the NHS.

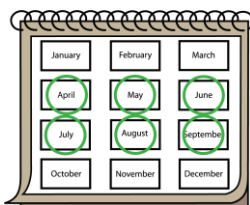


They can only help if:



- you have already complained to the hospital and you aren't happy with their answer

Or

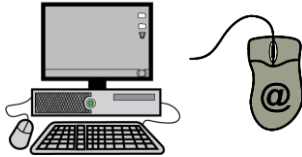


- your complaint has not been sorted out after 6 months

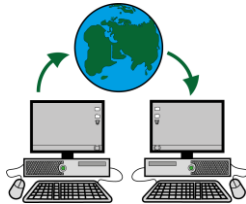
You can contact the Parliamentary and Health Service Ombudsman by:



- phone on 0345 015 4033



- email at phso.enquiries@ombudsman.org.uk



You can also go to their website for more information at:

<https://www.ombudsman.org.uk/making-complaint>