

However you also have the right to refer your case to the second stage of the NHS Complaints Process – The Parliamentary and Health Service Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank
London SW1P 4QP

E-mail: phso.enquiries@ombudsman.org.uk
Tel: 0345 015 4033

Further information about the Ombudsman is available at: www.ombudsman.org.uk

What if I need support in making a complaint?

If you need independent support through the NHS complaints process, you can contact

healthwatch Surrey in partnership with Surrey Independent Living Council (SILC)
(Complaints Advocacy Service)

Tel: 01483 310500
Text (SMS): 07704 256377
Email: nhsadvocacy@surreyilc.org.uk
www.surreyilc.org.uk

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the text relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔
ने चतुर्थी उतनमे दी लैत्र वै उं विरुधा अवेरे हिस नैत्र उे हेंन अवेरे: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر میں اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: 01784 884488

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: 01932 872000

Website: www.ashfordstpeters.nhs.uk

What if I have a concern?



Ashford and St. Peter's Hospitals NHS Foundation Trust encourages all patients and visitors to share their views about our services.

We aim to provide the highest standard of healthcare, so when patients or visitors feel they need to raise a concern then we listen carefully as this helps us to understand us where things are not going as well as we would like.

We are sorry if you have had a disappointing experience with our service, but we are pleased to have the opportunity to look into this for you.

If possible, we would always encourage patients / visitors to speak to the staff in the area where the problem has occurred straight away. You can find contact details on the posters and notice boards in clinic and ward areas.

Raising a concern will not affect your current or future care in any way.

Patient Experience Team

We also have a Patient Experience Team who are here to help.

If you would prefer to talk to someone who is not involved in your care, you can contact the Trust's Patient Experience Team.

Monday to Friday, 09:00am – 5:00pm

Tel: 01932 723553

E-mail: asp-tr.patient.advice@nhs.net

We offer a confidential support service to help try to resolve any problems that you have experienced with your care or your visit to our clinic / departments.

Whoever you ask to look into your concerns will do their best to sort out the problem as quickly as possible.

If you feel that your concern needs a more formal investigation, then you can also make a complaint by writing to the:

Patient Experience and Involvement Manager

**St. Peter's Hospital
Guildford Road, Chertsey,
Surrey KT16 0PZ**

Tel: 01932 722612

E-mail: asp-tr.complaints.office@nhs.net

What you can expect

Once we have received your complaint an acknowledgement letter will be sent within 3 working days.

If you would like to meet with staff to discuss your concerns, this can be arranged.

We will try to ensure you receive a letter of response as soon as possible, subject to mutual agreement.

Patient consent

If you would like to make a complaint on behalf of someone else, we may have to ask you to provide their written consent first.

The Trust has a legal responsibility to keep all patient information as confidential as possible and cannot discuss any details with a third party unless we have received the patient's permission.

All information regarding concerns is kept strictly confidential and details will not be kept in your medical records.

Is there a time limit for making a complaint?

Complaints should be made within 12 months of the event, or of realising that you have something you wish to complaint about.

What if I'm not happy with the response?

Having received a response to your complaint, if you are still unhappy then we will continue to work with you until hopefully we can achieve a satisfactory outcome.