

## Who can provide support with complaints?

If you need support to guide you through the process, please contact Healthwatch Surrey, who can provide free, independent help:

**Telephone:** 0303 303 0023 (local rate number)

**SMS:** 07592 787533

**Email:** [enquiries@healthwatchsurrey.co.uk](mailto:enquiries@healthwatchsurrey.co.uk)

## Further Information?

We try to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on **01932 723553** or email [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net) If you remain concerned, the team can also advise how to make a formal complaint.

**We 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 ترجمه دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

ने तुवातुं इरामे सी रीर वे वा विवधा अरवे रिम नीर वे देन अवे: 01932 723553

اگر آپ ان کا اردو زبان میں سمجھتے ہیں، تو براہ کرم اس نمبر پر بلائی کریں 01932 723553

Se precisa de uma tradução por favor contacte: 01932 723553

आपनार अनुवादर सक्कर हजे अवादेन योगायोग करन : 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

## What happens next?

We hope you will be satisfied with our response and explanation about why things happened and any steps we have taken to prevent similar issues in the future.

If your problem has not been resolved or you are not happy with the way your complaint has been handled, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO makes final decisions on unresolved complaints about the NHS in England and it is independent of the NHS.

**Contact the PHSO:**

**Website:** <https://www.ombudsman.org.uk>

**Telephone:** 0345 015 4033

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

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

[www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

Author: Patient Experience Team Department:

Patient Experience Team

Version: 4

Published: May 2024

Next Review: May 2026

Patient's First • Personal Responsibility • Passion for excellence • Pride in our team



**NHS**  
Ashford and St. Peter's Hospitals  
NHS Foundation Trust

# Your Comments & Concerns



Patient Information



## Our aims

At Ashford and St Peter's Hospitals NHS Foundation Trust, we aim to provide the highest standard of healthcare for our patients.

We realise that sometimes we do not reach these standards and if this happens we like to hear from the people involved so we can work together to put things right and improve our services.

If you have had a disappointing experience as a patient, relative or carer please get in touch and tell us what happened. You have the right to make a complaint about any aspect of NHS care, treatment or service. If you raise a concern or complaint your healthcare will not be affected.

All correspondence is confidential and is kept separate from medical records.

## Compliments

Positive feedback has a great impact on our staff - it is nice to know that you are doing a good job from the people you care for.

Please email your compliments to [asp-tr.compliments@nhs.net](mailto:asp-tr.compliments@nhs.net)

Your messages will be sent directly to the department or ward.

You can also use our ViewPoint feedback kiosks when you visit the hospital or complete the feedback survey that you will receive via text message after your appointment.

## When to raise a concern or complain

Complaints should normally be made within 12 months of an incident or of the matter coming to your attention.

You can make a complaint verbally, in writing or by email. If you complain verbally, we will make a record of your complaint and provide you with a written copy.

## Permission to complain

If your complaint is on behalf of someone else, we will need their written consent. We will send you a Form of Authority when we acknowledge your complaint. We do not need consent if you are making a complaint on behalf of:

- A person who lacks the capacity to make their own decisions
- A child under 16 who is not able to consent to their own medical treatment (known as a non-Gillick competent child).

If you contact us on behalf of someone who has died we will need evidence that you are:

- A personal representative (the executor or administrator of the deceased person's estate)
- Someone who has a claim resulting from the death (this could be a relative or another person)

## How to raise a concern or complaint

### 1. Talk to staff from your ward or clinic

We encourage you to speak to staff from the department as soon as possible.

This informal approach will often resolve issues quickly because staff are happy to sort concerns and misunderstandings. The names and contact details of senior leaders are clearly shown on posters and noticeboards in clinic and ward areas.

### 2. Call PALS (Patient Advice and Liaison Service)

If you would prefer to talk to someone who is not involved in your care, our PALS team is here to help.

They are based near the main reception at St Peter's Hospital and will help you with concerns and issues.

You can speak with a PALS member, who will try to help you resolve issues informally.

Our PALS team will do their best to sort out the issue as quickly as possible and are particularly helpful if your issue is urgent and you need action immediately, such as a problem with your treatment or care while you are in hospital.

#### Contact PALS:

**Email:** [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net)

**Telephone:** 01932 723553

### 3. Contact the Patient Experience and Complaints team

If you feel your concern or complaint needs a more formal investigation you can contact the Patient Experience and Complaints Team.

You will receive a formal acknowledgement within three working days and you should receive a full response within 25 working days, after we have investigated the issues.

Sometimes we need a bit more time to investigate and we may ask your permission to extend this deadline.

We can arrange a meeting with staff to discuss your concerns if you feel this would be helpful.

#### Contact the Complaints Team

**Email:** [asp-tr.complaints.office@nhs.net](mailto:asp-tr.complaints.office@nhs.net)

**Telephone:** 01932 722612