

Comments and complaints

How to tell us what you think about hospital services or get advice



Easy Read Version





We want to make sure you get the best from your hospital services.

We want to hear from you if you have anything to say about how you were looked after by your:

- doctor
- nurse
- therapist
- anyone else who looks after your health



How to get advice

We can help you to:

- find out about hospital services
- answer your questions
- get a better service for you, your family and carers



We will:

- only share what you want us to
- get you help from doctors or other health care staff
- sort out your problem quickly

For any advice on hospital services call **0800 7838058**



How to complain

If you are unhappy with any part of your health care, you can tell us. Anyone who gets health care from the hospital can complain.

You can also tell the staff looking after you that you are unhappy. They will try to put it right straight away.



If you want to make a complaint, you can telephone **Complaints on 0800 7838058**

We will tell you what we are going to do about it and how long it will take.

Where else can I get help?

You can get help with making a complaint from **ICAS** (the Independent Complaints Advisory Service).

They can give you help and advice about making a complaint.



They are not run by the NHS and it's free. They will only share what you want them to.

To get help from **ICAS**, call **0845 0700 878** (this number costs local rates)