

## Your experience at Dorset County Hospital

How to tell us what you think of our hospital and how to get advice on any questions you may have



We want to make sure that you get the best from your hospital services and are always looking to make improvements to give our patients a better experience.



Please tell us about your:

- Doctor
- Nurse
- Therapist
- Anyone else who looks after your health in the hospital



## How to get advice

If you need to get advice whilst at the hospital the best thing to do it to:

- Ask the member of staff who are looking after you

You can also come to the PALS Office in North Wing Level 1. The team can help you to:

- Find out about the hospital
- Answer your questions



## How to complain



If you are unhappy with any part of your health care, please let us know as soon as possible (within one year of it happening)

Anyone who receives health care from the hospital can complain. You can:

- Talk to the member of staff who is looking after you
- Come to the PALS Office in North Wing Level 1

OR



- Telephone the PALS Office on **0800 7838058**. This telephone number is free from a home telephone line. There will be a charge if you telephone from a mobile phone. You can also email **pals@dchft.nhs.uk**

## Where else can I get help?

You can get help with making a complaint from seAp Advocacy.



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

To get help from seAp Advocacy you can call **0330 440 9000** or email **info@seap.co.uk**