



All feedback from our patients is useful to us. We want to continue to improve our services, and knowing what patients, carers and visitors think is really important.

We want to know if things go wrong, so we can put them right. Learning from your experiences helps us improve our services.

Please let us know what you think of our services and when you are pleased by the efforts of our staff. It is always a pleasure to tell staff that they have been appreciated.

If you have a problem with our service or can suggest ways we can improve your experience at our hospital, our Patient Experience Team would love to hear from you.

 [wuth.patientexperience@nhs.net](mailto:wuth.patientexperience@nhs.net)

 0800 432 0251  [www.nhs.uk](http://www.nhs.uk)

The leaflet is available in large print, Braille and on tape. Please contact 0151 604 7289 if calling from outside the hospital and x2761 if calling from inside the hospital.



## Useful Contacts

**WUTH Matron's Helpline**  
Tel: 07826 858846

**Patient Experience Team**  
Wirral University Teaching Hospital NHS Trust  
Arrowe Park Road  
Upton  
Wirral  
CH49 5PE  
Tel: 0800 432 0251  
Email: [wuth.patientexperience@nhs.net](mailto:wuth.patientexperience@nhs.net)

**Healthwatch Wirral**  
Liscard Business Centre  
The Old School  
188 Liscard Road  
Liscard  
CH44 5TN  
Tel: 0151 230 8957  
Email: [info@healthwatchwirral.co.uk](mailto:info@healthwatchwirral.co.uk)  
Website: <https://healthwatchwirral.co.uk>

**Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0845 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## How to Raise a Concern or Complaint

### Listening and Learning

Wirral University Teaching Hospital (WUTH) aims to provide a high standard of care, however we realise that there may be times when we do not get things right.

## Who can raise a concern or complain?

Anyone receiving care or treatment at WUTH can make a complaint or raise a concern. With your permission, a relative, friend or carer can also do this on your behalf.

## How do I make a complaint?

We aim to resolve concerns quickly, and the best way is often to talk with the person concerned or ask to speak with their manager. If you would prefer to talk with someone not involved in your care, you can call our **Matron's Helpline** on 07826 858846 which is accessible 24/7.

Alternatively, you can call a member of the Patient Experience Team on 0800 432 0251 or email them at [wuth.patientexperience@nhs.net](mailto:wuth.patientexperience@nhs.net). The Patient Experience Team will:

- Provide information about NHS services.
- Direct queries to the relevant staff or departments.
- Listen to concerns and suggestions.
- Seek quick resolution to problems when required
- Support people if they wish to make a complaint.

The team is based in the Patient Experience Hub, located in the main entrance foyer of Arrowe Park Hospital. The Hub is open from 9am to 4pm, Mondays to Fridays, operating a drop-in service, so no appointment is needed.

## Who can help me to make a complaint?

HealthWatch is an independent complaints advocacy service. They provide free advice and support to anyone making a complaint about the NHS. You can contact HealthWatch on 0151 230 8957.

## Can I complain about anything?

WUTH cannot deal with complaints about private healthcare outside the Trust or that solely relate to other NHS providers.

## What will happen to my complaint?

If we are unable to resolve your concern and you wish to make a formal complaint, you should do so as soon as possible, normally within 12 months of the event. Once we receive a complaint you will be contacted within three working days. An initial assessment is made to determine how long it will take to investigate the complaint.

Our aim is to reply to you in no more than 30 working days. We will keep you informed of progress with the investigation and can also arrange face-to-face meetings with the people who provided your care or their managers, to discuss your complaint and try to achieve a resolution.

## If I raise concerns or make a complaint will this affect my care in the future?

Your care will not be affected if you complain or raise concerns. No details or correspondence of any complaint are ever placed in a person's health records.

## What happens as a result of my complaint?

Complaints provide us with valuable opportunities to learn so we can continue to improve the care and service we provide. We will advise you of any action we have taken as a result of your complaint. We continually analyse any trends from complaints. Your complaint will be used as part of our monitoring of the quality of care and service we provide.

## What if I am unhappy with the response?

Please tell us if you are not satisfied with our response and we can investigate further or suggest a meeting to try to resolve any outstanding issues. We will do our utmost to ensure that everything possible has been done to resolve your concerns.

## What if I am still dissatisfied?

If you remain unhappy after we have tried to resolve your complaint locally you can contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO may refer your complaint back to us for further investigation or offer you an independent review of your complaint.

The PHSO is completely independent of the NHS and Government.

## What happens after an Independent Review?

The PHSO will inform you and WUTH's Chief Executive Officer of their findings and of any recommendations they make to the Trust.