

# Feedback on local NHS services

It's for you, your family and carers, and people you care about.

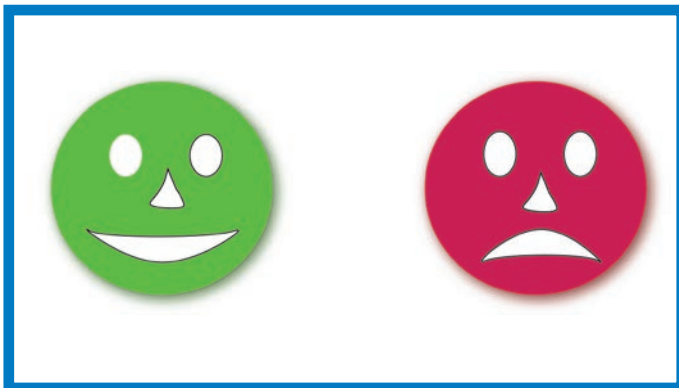
**NHS**

Royal Brompton & Harefield NHS Foundation Trust



Do you get health services from Royal Brompton & Harefield NHS Foundation Trust?

Like getting your heart and lungs looked at by a doctor, seeing a nurse and so on.



Are you **happy** OR **unhappy** about the care that you get from health staff?



Are you worried about someone you know and the health care they are getting?



Health services are meant to make you feel better.

Sometimes it might not feel like that.



You can tell us how you feel.  
How you feel is important to us at  
the NHS.



We won't take sides.  
We want to be fair to everyone.



What you tell us will be kept  
private.  
We will only tell the people who  
need to know.



We can make a plan with you to  
make things better.

## Stories:

Here are some real stories about people who let us know their hospital had made them unhappy



Aaron has a learning disability, he isn't able to say what is on his mind and needs help with eating and drinking.

Once he had to stay in hospital overnight and a nurse gave him a pack of sandwiches for his supper.

Aaron wanted the sandwich but couldn't open the packet by himself. In the morning, Aaron's family came to see him and saw Aaron had not been able to eat, and was really hungry.

Aaron's family spoke to the Matron. The Matron spoke to the nurse, and explained where she went wrong, and the nurse apologised to Aaron and his family.



Sally has Down syndrome and sometimes her speech is not very clear.

Sally arrived early for an out-patient appointment at the hospital, and tried to explain this to the receptionist. The receptionist couldn't understand what Sally was saying, and was rude to her.

Sally felt really embarrassed and angry and told the doctor how she felt. The doctor spoke to the manager about Sally's feedback.

The receptionist and manager apologised to Sally, for upsetting her and explained they would now also use a computer system for patients who wanted to check themselves in when they arrive for an appointment.



You can take someone you trust with you to talk to the NHS if you want to.



You can ask for an advocate to support you.

An advocate is a person whose job is to support people to say what they think.



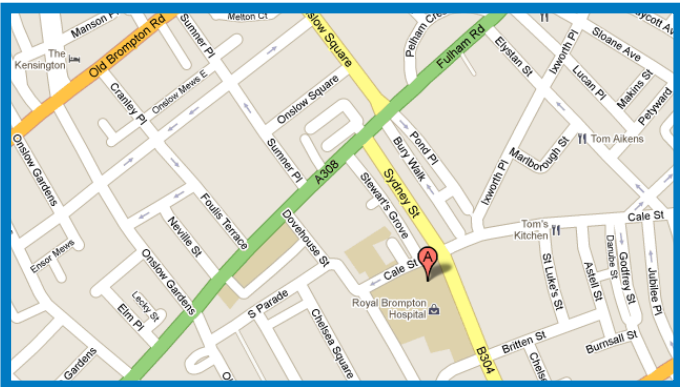
I want to feedback, what do I do?



You can phone us on:  
020 7349 7715



If you don't speak English please call with your name, phone number and language, a translator will call you back.



You can visit our office or write to us.

Here is our address:  
Patient Advice and Liaison Service  
Royal Brompton & Harefield NHS  
Foundation Trust  
Sydney Street  
London SW3 6NP



You can send an email to [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk)



PALS Royal Brompton NHS Foundation Trust complaints is open:  
Monday 9.00 a.m. to 4.00 p.m.  
Tuesday 9.00 a.m. to 4.00 p.m.  
Wednesday 9.00 a.m. to 4.00 p.m.  
Thursday 9.00 a.m. to 4.00 p.m.  
Friday 9.00 a.m. to 4.00 p.m.  
Closed Saturday and Sunday.

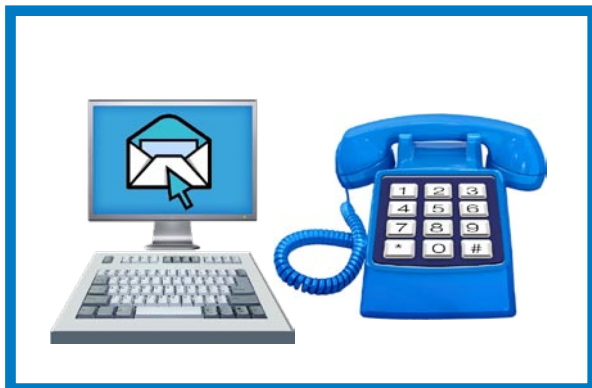
**Tell us what you think:** and we will  
make Health Services better for everybody.



Use this form to tell us your...

Name:

Address:



Email (if you have one):

Telephone:

Date:

Your comments:

Send this page to: Patient Advice and Liaison Service, Royal Brompton & Harefield NHS Foundation Trust, Sydney Street, London SW3 6NP

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