

# Feedback on local NHS services

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

**NHS**

Whipps Cross  
University Hospital Trust



Do you get health services from  
Whipps Cross University Hospital?



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 health care 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.

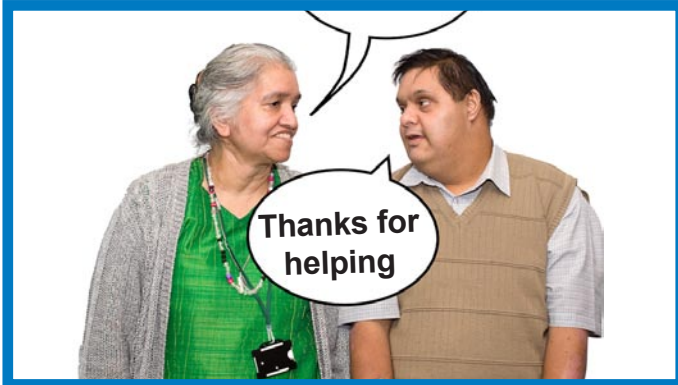


Sally has Down syndrome and sometimes her speech is not very clear.

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?

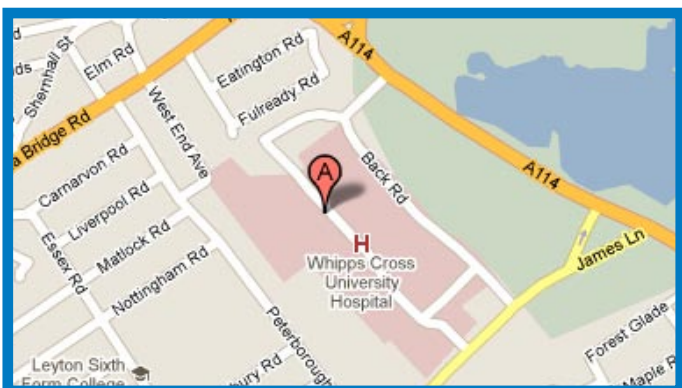


You can phone us on:  
Complaints 020 8535 6503



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

If there is no one there to pick up the phone, please leave a message.



You can visit our office or write to us. Here is our address:  
Complaints Office  
1st floor Aspen House  
Whipps Cross University Hospital  
NHS Trust  
Whipps Cross Road  
Leytonstone  
London E11 1NR



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



Whipps Cross Complaints is open:  
Monday 9.00 a.m. to 4.30 p.m.  
Tuesday 9.00 a.m. to 4.30 p.m.  
Wednesday 9.00 a.m. to 4.30 p.m.  
Thursday 9.00 a.m. to 4.30 p.m.  
Friday 9.00 a.m. to 4.00 p.m.  
Call to make an appointment.

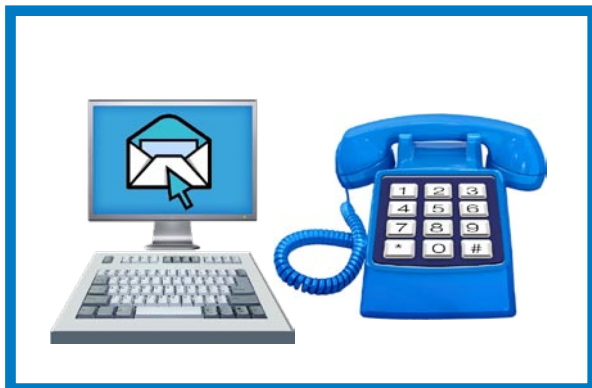
**Tell us what you think:** and we will  
make Health Services better for everybody.



Use this form to tell us your...

Name:

Address:



Email (if you have one):

Telephone:

Date:

Your comments:

Send this page to: Complaints Office, 1st floor Aspen House, Whipps Cross University  
Hospital NHS Trust, Whipps Cross Road, Leytonstone, London E11 1NR

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