

Patient Experience Team (PET)

We are here to help with:

- Compliments
- Comments
- Patient stories
- Concerns
- Complaints

**Information for patients,
relatives and carers**

This leaflet can be made available in other formats including **large print**, CD and Braille and in languages other than English, upon request.

We welcome patient feedback such as compliments, comments, patient stories, concerns or complaints as this enables us to improve our services.

We work hard to make sure every experience is as positive as possible and that you receive the highest standard of care in our hospitals or in the Community. However, we recognise there may be times when you are not satisfied with the service you have received and you may wish to make comments or raise concerns.

In the first instance, please speak to the ward or department staff, or you can ask to speak to the ward matron or person in charge.

It may not be possible for staff to help you at the time as the wards and departments can be very busy caring for patients. However, they will look into your comments or concerns and get back to you as soon as possible.

If you do not feel comfortable speaking to staff on the ward or department you may wish to contact the Patient Experience Team.

How can the Patient Experience Team help me?

If you have a compliment or patient story the Patient Experience Team will listen and, with permission, share the information with staff as appropriate.

If you have a concern regarding clinical care, the team will:

- listen to your comments or concerns.
- provide advice on how we can assist you in resolving your concerns.
- share your feedback with the services/staff involved in your care.

- liaise with relevant staff on your behalf to try to resolve your issues as quickly as possible.

If staff have been unable to resolve your concerns directly within the ward or department, we will ask you to write your concerns and you can proceed to a meeting with senior clinical staff from the ward or department or a written response via the Trust's Chief Executive or Deputy.

Complaints must be made within 12 months of the event, or as soon as you become aware you have cause to complain. All written complaints received will be acknowledged within 3 working days.

Can I make a complaint on behalf of a relative or friend?

Yes. Anyone can make a complaint, but if it is about the care or treatment of another person you will need to have his or her consent (permission) to allow the Trust to respond directly to you.

If the person is unable to give consent, or has died, a legally appropriate representative can make the complaint on his or her behalf.

Will my care be affected if I make a complaint?

No. Please be reassured your care will not be affected as a result of you making a complaint. Any information you give will be treated in confidence and with sensitivity.

Information about your complaint is kept separate from your healthcare record.

Where is the Patient Experience Team (PET) office?

The office is based at the University Hospital of North Tees. It is located on the ground floor of the North Wing near the fish tank. (See the diagram below).



The Patient Experience Team is available to discuss your concerns in person, Monday – Friday, 9.30am - 4.00pm in the PET office or on the telephone, Monday – Friday, 9.30am – 4.00pm.

Contact numbers

If you wish to submit your concern in writing, please contact:

North Tees and Hartlepool NHS Foundation Trust

Patient Experience Team

University Hospital of North Tees
Hardwick
Stockton on Tees
TS19 8PE

Telephone: 01642 624719
Freephone: 0800 092 0084
Monday - Friday, 9.30am – 4.00pm.

Messages can be left on the answering machine and will be picked up throughout the day.

Email: nth-tr.PatientExperience@nhs.net

If you have any urgent concerns out of hours and you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person:

Telephone: 01642 617617
24 hours a day, 7 days a week

North Tees and Hartlepool NHS Foundation Trust is committed to providing you with high quality health services and the best care and treatment possible and we are always looking to improve our services by listening to our patients.

Independent advice is available from:

Independent Complaints Advocacy Services

Provide free, confidential and independent support

North East NHS ICA (covers Hartlepool and Peterlee area)

Aidan House
Sunderland Road
Gateshead
NE8 3HU

Telephone: 0808 802 3000

Monday – Friday, 9.00am – 5.00pm

Email: www.nenhscomplaintsadvocacy.co.uk

Stockton ICA (covers Stockton)

Freepost RTCZ-YTAY-RYYA
Catalyst House
27 Yarm Road
Stockton
TS18 3NJ

Telephone: 0808 1729553

Email: SICA@pcp.uk.net

Website: www.healthwatchstocktonontees.co.uk/sica

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Clinical Governance Team, North Tees and Hartlepool NHS Foundation Trust, University Hospital of North Tees or Email: nth-tr.leaflets@nhs.net

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

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Monday – Friday, 9.30am – 4.00pm

Messages can be left on the answering machine and will be picked up throughout the day.

Freephone: 0800 092 0084

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Data Protection and use of patient information

The Trust has developed a Data Protection, Caldicott and Disclosure Policy (IG5) in accordance with the Data Protection Legislation (General Data Protection Regulations and Data Protection Act 2018) and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

Telephone: 01642 383551 or Email: nth-tr.infogov@nhs.net

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE

University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617