

On completion of this form please place it in the box provided at the Birmingham Women's Hospital.

*Alternatively please return it to:*

Patient Services  
Birmingham Women's NHS Foundation Trust  
Edgbaston  
Birmingham  
B15 2TG

*Or send an e-mail to complaints*

Name:

Telephone No (Day):

Telephone No (Evening):

Mobile No:

## Information you will need to give us

In order to deal with your complaint we need the following information

- Your name
- Your address & telephone number
- Your date of birth
- Your patient number (if you know it)
- The ward or department involved.
  
- An outline of the nature of the complaint with as many facts as possible - dates, times, places and names.
  
- If you are complaining on someone else's behalf please also provide:
  - His/her name
  - His/her address & telephone number
  - His/her date of birth

It would help if you clearly state what your desired outcome of the complaint is.

Complaints may be made on behalf of an existing or former patient if the person making the complaint has the patient's consent to do so. When acknowledging the complaint, we will send you a consent form for completion by the patient.

We will contact you within 3 working days of receiving your complaint to acknowledge your complaint and make arrangements for its investigation.

## What will happen to your complaint

The purpose of the NHS Complaints Procedure is to:

- Provide you with an explanation in relation to the concerns you have raised
- Apologise where appropriate
- Identify and implement steps to prevent recurrence where appropriate

An investigation will take place which may involve liaising with medical, nursing, clerical or paramedical staff to gain a full understanding of the circumstances surrounding the complaint. Some complaints may be resolved quickly but others may take longer. We aim to resolve complaints as quickly as possible but if we are unable to do so we will write to you explaining the delay.

When the investigation is complete we will send you a full written response to your complaint. You are welcome to come and discuss our findings with the appropriate members of staff.

If you still feel that your concerns have not been resolved, you have the right to ask the Health Service Ombudsman to review the case. We will include full contact details in our written response.

If you need independent advice or support about your complaint you can contact the **Independent Complaints Advocacy Service (ICAS) on 0845 120 3748.**

Ref 165/12/2010 Revised 12/2013

Edgbaston, Birmingham B15 2TG  
Tel: 0121 472 1377 Fax: 0121 627 2602

# Compliments, Suggestions & Complaints



Author: **Jane Owen**  
Director of Nursing, Midwifery and Operations

**Introduction**

Our aim is to provide the best possible standard of service and the highest quality of individual care. Your views help to improve services. This leaflet explains how to get your views to the right person and what we can do to help.

**Compliments**

We are always delighted to hear from those patients who have been satisfied during their stay. Cards and messages are a welcome encouragement to all groups of staff who contribute to your treatment with care and technical skill.

You can fill in the feedback form and e-mail your comments to [paic@bwhct.nhs.uk](mailto:paic@bwhct.nhs.uk)

**Suggestions**

If you feel that you have an idea or suggestion that would benefit future patients and visitors please let us know.

**Getting Involved**

Your views are important in helping to plan improvements to services at Birmingham Women’s NHS Foundation Trust. We appreciate any comments or suggestions which will help us when planning and improving our services.

If you would like to have an even greater say in the running of the hospital then become a member of the Birmingham Women’s NHS Foundation Trust.

For further information about membership please call the Membership Office on **0121 627 2695**.

**Web:** [www.bwhct.nhs.uk](http://www.bwhct.nhs.uk)

**Complaints**

Please advise us of problems as they happen. Talk to the person in charge - this may be a member of staff or manager on the ward or department concerned, or your doctor - who may be able to resolve your problem or give you the information you need.

Email: [complaintsbwh@bwhct.nhs.uk](mailto:complaintsbwh@bwhct.nhs.uk)

**Patient Advice and Information Centre**

You may also consider contacting the Patient Advice and Information Centre. Staff will take up your concerns and deal with them if they can be resolved in 24 hours.

You can find this office on the ground floor by the lifts.

Or ring the Patient Advice and Information Centre on **0121 627 2747**.

A 24 hour answer phone service is available. Staff will return your call as soon as possible. Patient Advice and Information Centre e-mail is [paic@bwhct.nhs.uk](mailto:paic@bwhct.nhs.uk)

**If your concerns cannot be dealt with quickly or if you want to take your complaint further**

All complaints should be addressed in writing as soon as possible and not more than 12 months after the incident to:

**The Chief Executive  
Birmingham Women’s  
NHS Foundation Trust  
Metchley Park Road  
Edgbaston  
Birmingham B15 2TG**

You may also email your complaint to: [complaintsbwh@bwhct.nhs.uk](mailto:complaintsbwh@bwhct.nhs.uk)

You may telephone the Complaints Manager on 0121 607 4749 who will arrange for the appropriate person to make contact with you.

**Complaints may also be made directly to South Birmingham Primary Care Trust**

at:

**Clinical Governance Department  
Triplex House  
Eckersall Road  
Kings Norton  
Birmingham B38 8SS**

or email: [sbpctqualityandsafety@nhs.net](mailto:sbpctqualityandsafety@nhs.net)

**1. What department did you visit?**

**2. What pleased you during your visit?**

  


---

  


---



**3. What do you feel we could do better and why?**

  


---

  


---



**4. If you could change one thing at the Women's Hospital, what would it be?**

  


---

  


---