

Putting Things Right

When you tell us what's wrong





The staff here at Queen Victoria Hospital want to give you the best care and treatment.



But sometimes things go wrong. If you are not happy with your care and treatment please tell us.



You can tell us yourself or you can ask someone else to tell us.



Who can you talk to?



You can talk to a member of staff



You can telephone PALS on

01342 414355



You can email PALS at:

PALS@qvh.nhs.uk

Or you can write to:

Chief Executive

Queen Victoria Hospital

Holtye Road

East Grinstead

West Sussex

RH19 3DZ





If you want help with telling us about your problem you can ask

Healthwatch West Sussex and the Health Complaints Advocacy Service

Telephone: 0300 012 0122

Email:

helpdesk@healthwatchwestsussex.co.uk

Website:

www.healthwatchwestsussex.co.uk



We will write, email or telephone you in three working days to tell you that we have had your concern.



We will write, email or telephone you again in 30 days and tell you what the investigation has found out.



If you are not happy with our investigation please contact the:



Parliamentary and Health Service
Ombudsman on



Telephone number
0845 0154033

or

Email:

PHSO.enquiries@ombudsman.org.uk



Their website:

www.ombudsman.org.uk

Or write to the Ombudsman at



Millbank Tower
Millbank
London
SW1P 4QP





This easy read leaflet has pictures from the Change Picture Bank

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