

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:

Richard Tyler
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 SEAP (Support Empower Advocate Promote).

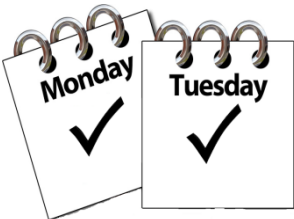
Contact your local SEAP on:



Tel: 0330 440 9000

Email: info@seap.org.uk

www.seap.org.uk



We will write, email or telephone you in 2 working days to tell you that we have had your concern.



We will write, email or telephone you again in 25 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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