

The ROYAL MARSDEN

NHS Foundation Trust

How to raise a concern, make a complaint or provide feedback

Information for patients and visitors



NHS

Introduction

The Royal Marsden NHS Foundation Trust aims to provide high quality services to all patients and visitors and is committed to constantly improving. We want to ensure that you receive the best care we can provide. However, there may be occasions when you feel we could have done better and, when that happens, we want to know so that we can try and put things right. It is important for us to hear your views on the services you have received so please come and speak to us.

How do I raise a concern or make a complaint?

If you are unhappy about any aspect of your care, we would like to know as soon as possible. Raising a concern or making a complaint will not adversely affect your future care. You can speak, in confidence, to a member of staff on the ward, or in clinic/the department. If you prefer not to talk to someone directly involved in your care, you can speak to staff from our Patient Advice and Liaison Service (PALS) either in person in the Help Centre on our Chelsea and Sutton sites or via telephone/email.

Concerns can often be resolved very quickly and if you telephone/email the PALS office, we will discuss the best way to try and resolve the matter for you.

If a relative or friend is expressing a concern or making a complaint on your behalf, we will need your consent before we can discuss information about you with them.

Confidentiality

This service is confidential and will only disclose information to those who need to know in order to thoroughly investigate your concern or complaint.

What will you do to resolve my concern or complaint?

Once we have received your concern or complaint, we will discuss with you the best way to try and deal with this. This could be:

- Over the telephone
- At a meeting
- A written response
- By conciliation
- A combination of the above.

What will happen then?

We will do everything we can to help resolve your concern or complaint as soon as possible. Whichever way is chosen to deal with your concern or complaint, the emphasis will be to do so efficiently. It will be dealt with either by PALS staff, the Complaints team or a senior manager in the Trust, who will confirm the name and contact number of the person who is dealing with the matter for you. You will also be informed how long you should expect to wait for a response.

What if I'm not happy with the way my concern or complaint has been handled?

In the first instance, please let us know. We will listen to you and aim to put things right wherever possible.

If you have raised a concern and you remain dissatisfied, you have the option to raise or escalate this to a complaint.

If you are unsatisfied with the outcome of your complaint, and you are an NHS patient, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review how the Trust managed and responded to your complaint. The PHSO is independent of the NHS and there is no charge for this service. They may investigate your complaint; however, they will expect the Trust to have already completed an investigation.

If you remain dissatisfied about your concern or complaint and you are a private care patient, please refer back to the Complaints team to discuss alternative independent investigation routes, as the PHSO only reviews complaints arising from NHS care.

How do I provide feedback?

We are also heartened to hear when we have done well. Please let the Complaints team know your positive feedback or any comments/suggestions that you think would help us to improve the quality of our services. Rest assured that your comments will be passed on to the relevant staff.

Useful contacts

To raise your concerns in the first instance:

The Patient Advice and Liaison Service (PALS)

Telephone: 020 8661 3759 (Sutton)

020 8661 3951

020 7808 2083 (Chelsea)

020 7811 8438

Email: patientcentre@rmh.nhs.uk

Write to:

The PALS Advisor

The Royal Marsden Help Centre

The Royal Marsden NHS Foundation Trust

Fulham Road

London SW3 6JJ

To escalate your concerns to the Complaints team, or if you remain unhappy with the outcome of your complaint:

The Complaints team

Telephone: 020 7811 8480

020 7811 8186

Email: complaints@rmh.nhs.uk

rmh-tr.complaints@nhs.net

Write to:

The Complaints Manager

The Royal Marsden NHS Foundation Trust

Fulham Road

London SW3 6JJ

Language help

A telephone interpreting service is available in this hospital. If English is not your first language, please ask staff to contact this service for you.

इस हॉस्पिटल में एक टेलिफोन इंटरप्रीटिंग सर्विस (टेलिफोन के माध्यम से भाषा-अनुवाद की सेवा) उपलब्ध है। यदि आपकी मातृ-भाषा अंग्रेजी नहीं है, तो कृपया हमारे स्टाफ (कर्मचारी) को आपके लिए इस सेवा से संपर्क करने को कहें। (Hindi)

આ હોસ્પિટલમાં ટેલિફોન ઇન્ટરપ્રિટિંગ (અર્થઘટન) સેવા મળી રહે છે. જો અંગ્રેજી તમારી પહેલી ભાષા ન હોય તો, મહેરબાની કરીને તમારા માટે આ સેવાનો સંપર્ક સાધવા સારું અમારા સ્ટાફને વિનંતી કરો. (Gujarati)

এই হাসপাতালে টেলিফোন ইন্টারপ্ৰিটিং সার্ভিস-এর (টেলিফোনের মাধ্যমে ভাষা-অনুবাদ করার সেবা) ব্যবস্থা আছে। যদি আপনার মাতৃভাষা ইংরেজী না হয়ে থাকে, তাহলে অনুগ্রহ করে আপনার জন্য এই সার্ভিসের সঙ্গে যোগাযোগ করতে আমাদের স্টাফদের বলুন। (Bengali)

ਇਸ ਹਸਪਤਾਲ ਵਿਚ ਉਲਥੇ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ। ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ (ਅਧਿਕਾਰੀ) ਨੂੰ ਪੁੱਛੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਇਸ ਸੇਵਾ ਨਾਲ ਸੰਪਰਕ ਕਰਨ। (Punjabi)

Há um serviço de interpretação por telefone disponível neste hospital. Se inglês não é a sua primeira língua é favor pedir ao nosso pessoal para contactar este serviço para você. (Portuguese)

En este hospital, disponemos de un servicio telefónico de interpretación. Si el inglés no es su lengua materna, pida a nuestro personal que contacte con este servicio para usted. (Spanish)

In questo ospedale è disponibile un servizio di interpretariato telefonico. Si l'inglese non è la Vostra prima lingua, siete pregati di rivolgervi al nostro personale che provvederà a mettervi in contatto con il servizio. (Italian)

L'hôpital met à votre disposition un service d'interprétariat par téléphone. Si l'anglais n'est pas votre langue maternelle, veuillez l'indiquer à l'un de nos employés et nous vous fournirons un/e interprète. (French)

Υπαρχει μια τηλεφωνικη υπηρεσια για διερμηνεες σε αυτο το νοσοκομιο. Εαν τα Αγγλικά σας δεν είναι η πρωτη γλωσσα που μιλατε σας παρακαλω ρωτατε ενα απο το προσωπικο μας να ερθουν σε επαφη μαζίι τους για σας. (Greek)

F'dan l-isptar tista' tingqeda b'sevizz ta'interpretu telefoniku. Jekk l-Ingiliz mhix il-lingwa tieghek, jekk joghbok kellel lil xi membru tal-istaff ghal dan is servizz. (Maltese)

Bu hastahanede, bir telefonla çeviri servisi bulunmaktadır. Eğer İngilizceniz yeterli değilse, sizin için bu servisle ilişkiye geçmelerini, görevlilerden isteyiniz. (Turkish)

إن خدمة للترجمة بواسطة الهاتف متوفرة في هذا المستشفى. إذا كانت اللغة الإنكليزية ليست لغتك الأم، فالرجاء الطلب من أحد موظفينا إيصالك بهذه الخدمة. (Arabic)

اس ہسپتال میں ٹیلی فون پر مبنی تلمانی کی سروس دستیاب ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے تو براہ کرم اپنے لئے اس سروس سے رابطہ کروانے کے لئے ہمارے عملے سے پوچھئے۔ (Urdu)

در این بیمارستان خدمات ترجمه تلفنی ارائه می شود. اگر انگلیسی زبان اول شما نیست، لطفاً از کارکنان ما بخواهید تا ارتباط شما را با قسمت ترجمه تلفنی برقرار کنند.

(Farsi)

Szpital oferuje możliwość skorzystania z telefonicznego serwisu tłumaczeniowego. Jeśli język angielski nie jest Państwa językiem ojczystym, prosimy poprosić personel szpitala o połączenie z serwisem. (Polish)

If you would like this leaflet in another language or other format, for example large print, please ask a member of staff.

References

This booklet is evidence based wherever the appropriate evidence is available.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this booklet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

Notes and questions

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