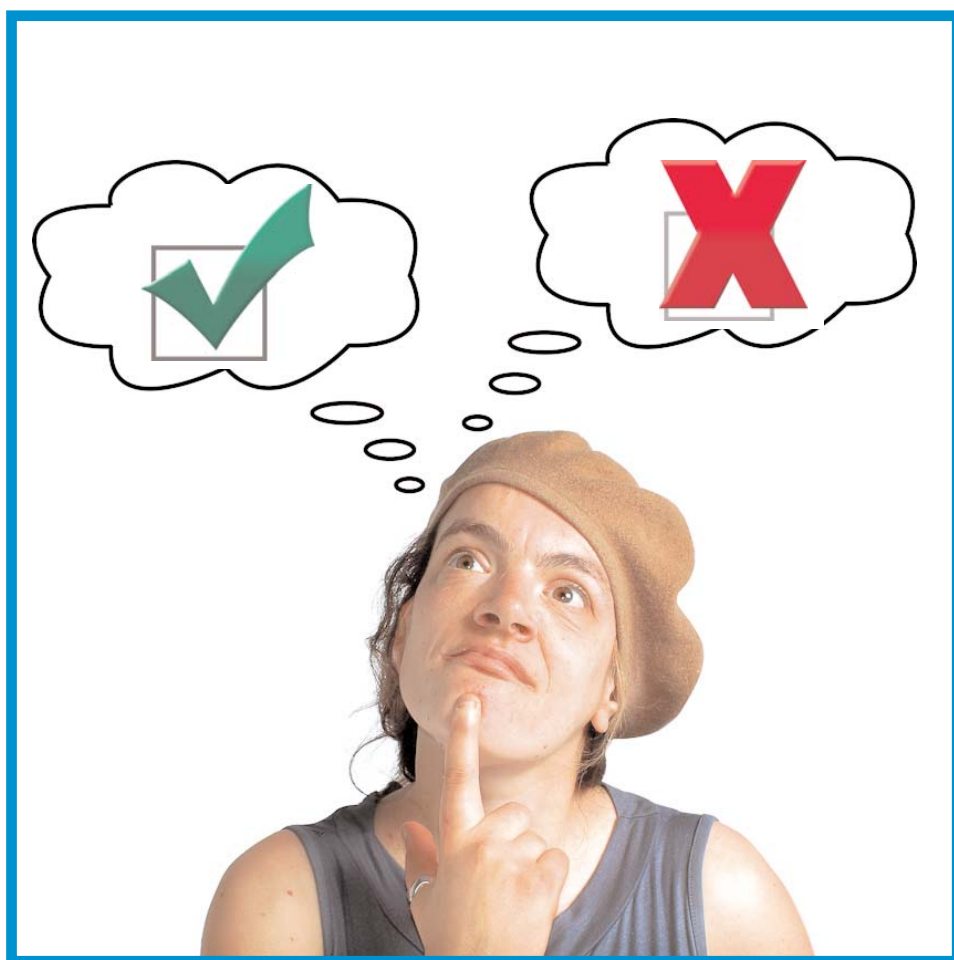


Information for patients

Tell us what you think



**Are you happy or unhappy with
your hospital care?**



Easy Read



Please tell us what you think

We like to know what you think about our hospitals and the care you have had.



We like to know about the things you are happy about.



We like to know about the things you are unhappy about.



How do I tell you what I think?

There are lots of ways you can tell us.

There is a form on the back page of this booklet which you can fill in and send to us.

Please tell us if you need help with this.



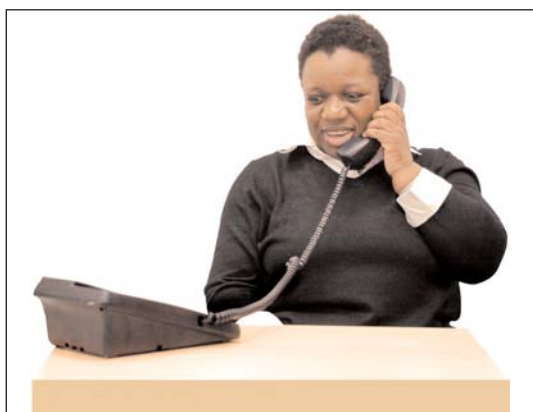
If you are not happy you can also talk to any member of staff who will try their best to help you.



Most of the time they will be able to sort out the problem quickly.



Sometimes they will need to ask their manager or someone else to help you.



If you can't find anyone to talk to, you can call the **Patient Services Team** on:



0114 271 2400

They will be happy to listen to you. They will be able to find the right person to help you.



You might like to write instead.
Send your letter to this address:

Sir Andrew Cash, Chief Executive
Sheffield Teaching Hospitals
NHS Foundation Trust
8 Beech Hill Road
Sheffield S10 2SB



Is there anyone who can help me with this?

We will tell you about other people who can support you. These will be people that don't work for the hospital.



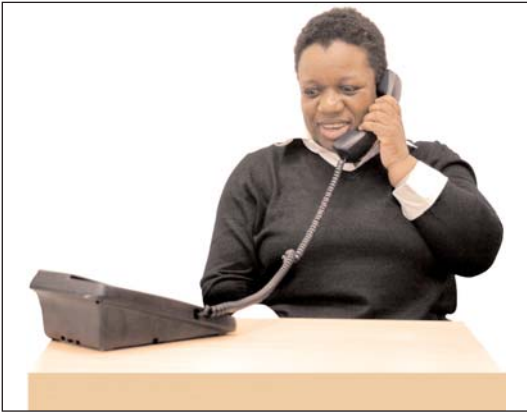
Can I tell you about someone else who is unhappy?

You may be unhappy about how someone else has been treated. If so, we will need to check they are happy for us to help them.



What will happen next?

If you have given your contact details, we will contact you within 3 working days.



We will talk to you about what will happen next.



We will also ask how you want us to keep in touch with you. This could be by:

- Telephone
- Letter
- Email

You can decide what is best for you.



How long will it take?

We will try our best to help deal with your problem as quickly as possible.

We will tell you if it is going to take longer than 25 working days. We will also tell you why.



What will you do?

We will make sure the right people are contacted.



We will do everything we can to try to sort out the problem.

This might include meeting with you so that we can talk about how to make things better.



We will treat you fairly.



We will try to change the way we do things so that other people are happy with their care.



We will keep your complaint confidential. This means we will not tell anyone else about your complaint who doesn't need to know.



Will my complaint affect my treatment?

Your complaint will not affect your care or treatment in anyway.



What can I do if I'm still unhappy?

If you are still unhappy please tell us. We will keep working with you. We might:

- Write to you again
- Arrange to meet with you
- Ask someone else to look at the problem



If you need more help you can talk to ICAS. This stands for the Yorkshire and Humberside Independent Complaints Service.

You can contact them on:



0300 456 8347



If you are still unhappy you can contact the **Parliamentary and Health Service Ombudsman:**

Millbank Towers

Millbank

London SW1P 4QP



0345 015 4033



You can also have your say about any Health Service in Sheffield by contacting the **Local Involvement Network (LINK)** on:



0114 253 6690



Thank you!

Thank you for taking the time to tell us what you think. This is very important to us.



What do I do with the feedback form opposite?

You can hand this form to any member of staff.



Or post it in one of the comments boxes at:

Northern General Hospital
Opposite Reception Desk, Huntsman Entrance

Royal Hallamshire Hospital
Lift Area, B Floor Main Entrance

Weston Park
Opposite Main Entrance

Charles Clifford Dental Hospital
Opposite Main Entrance

Jessop Wing
Next to Reception Desk, Main Entrance



Or post it to:

Sir Andrew Cash
Chief Executive
Sheffield Teaching Hospitals
NHS Foundation Trust
8 Beech Hill Road
Sheffield S10 2SB

This information can be made available on request in alternative formats including Braille, large print, audio, electronically and other languages. For further details email: alternativeformats@sth.nhs.uk

Cut here

Feedback form

1. Which hospital do you want to tell us about? Please tick ☒



☐ Northern General



☐ Royal Hallamshire



☐ Jessop Wing



☐ Weston Park



☐ Charles Clifford

2. Which department or ward was it? Please write below

3. Were you the patient? Please tick ☒

☐ Yes

☐ No

4. Were you a visitor? Please tick ☒

☐ Yes

☐ No

5. What do you think your care was like? Please tick ☒



☐ Excellent



☐ Very good



☐ Good



☐ Fair



☐ Poor

6. What made you give this answer? Please tick ☒

☐ I felt the staff looked after patients well

☐ I felt the staff didn't care

☐ I felt the staff didn't look after patients well

☐ I don't know

7. If you want us to contact you please write your name, address and telephone number below

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