

Help us to improve services by telling us about your experience

Information for families

Great Ormond Street Hospital for Children
NHS Foundation Trust

We want to hear your comments, compliments, concerns and complaints.

At Great Ormond Street Hospital (GOSH), we try to achieve the highest standards in our clinical care and also in the support services we provide for children, young people and families. We want to exceed your expectations so we try to improve what we do and how we do it all the time.

You can help us by telling us about your experience at GOSH – we want to hear your comments, compliments, concerns and complaints. Understanding your visit or stay at GOSH can tell us:

- Where things are working well
- Where there might be risks so we can take action to reduce and/or eliminate them
- Where we need to make some changes and improvements

We regard any comments, compliments, concerns and complaints about our services as an opportunity to learn and make improvements. Your child's care will not be affected in any way by you telling us your experience. Copies of any complaint letters or investigation reports are never filed in your child's medical records.

How you can tell us about your experience

You can tell us about your experience in various ways:

- In person – face to face
- By telephone
- By letter
- By fax
- By email
- On our website
- On our *Comment or compliment* cards

It helps us if you can give as much information as possible, such as when you had the experience, where it happened and, unless you want to remain anonymous, your child's name and hospital number.

The next section explains who to contact and what they will do about your comment, compliment, concern or complaint.

If you want to give someone a compliment

We all like to hear when we are doing something well, so if you want to compliment a member of staff, talk to them directly, send them a card or fill in our *Comment or compliment* card. These cards are on display in various locations around GOSH alongside comments boxes. We keep all our compliments on display so that we can all share the satisfaction of a job well done.

We also have Staff Recognition Awards, where you can nominate a member of staff for going above and beyond the call of duty. There are several categories of award, including the Child and Family Award, awarded on the basis of nominations from children, young people and families.



If you want to make a comment

Please fill in a *Comment or compliment* card and drop it into one of the comments boxes in various locations around the hospital. Every card is read and recorded by the Pals (Patient Advice and Liaison Service) team and action is taken in response to your comments. If you want us to update you on progress or talk to you further, please give us your name and a contact number. We also display details of what actions we have taken in response to comments received on noticeboards, both in ward areas and other parts of the hospital.

Great Ormond Street Hospital
for Children NHS Trust 

Comment or compliment?



We want to hear from you!

If you want to raise a concern

Many concerns are caused by a misunderstanding or poor communication, so we may be able to sort things out quickly and informally without you having to make a formal complaint. In the first instance, we suggest that you talk to your child's doctor, nurse or the person in charge of the ward or department. They will listen to your concerns and see what they can do to address them.

If you would rather talk to someone more independent, you can visit the Pals Office in the main reception area. They too will listen to your concerns, talk to the staff involved and try to improve the situation. You can also telephone them on 020 7829 7862 or email pals@gosh.nhs.uk

If you want to make a complaint

Any complaint has to be dealt with in a formal manner. We have to follow strict processes set out by various bodies, such as the Department of Health and the Care Quality Commission.

If you want to make a complaint, please contact the Complaints team, by email, telephone or letter, giving us as much information as possible.

When we receive a complaint, it will be read by the Complaints team who will send you a letter within three working days to confirm that we have received the complaint and are investigating what happened. How investigations are carried out varies depending on the type of complaint, but usually a team of people will be brought together to look into what happened, work out why it happened and what action can be taken to stop it happening again.

Once the investigation has been completed, the Chief Executive of GOSH will send a letter explaining the results of the investigation, what actions will be taken as a result and an apology if we have failed in any way. If the investigation is likely to take longer, we will write to let you know that our response will be delayed.

When we have completed our investigation, if you would like to discuss it further, we can try to arrange a meeting with the relevant people.



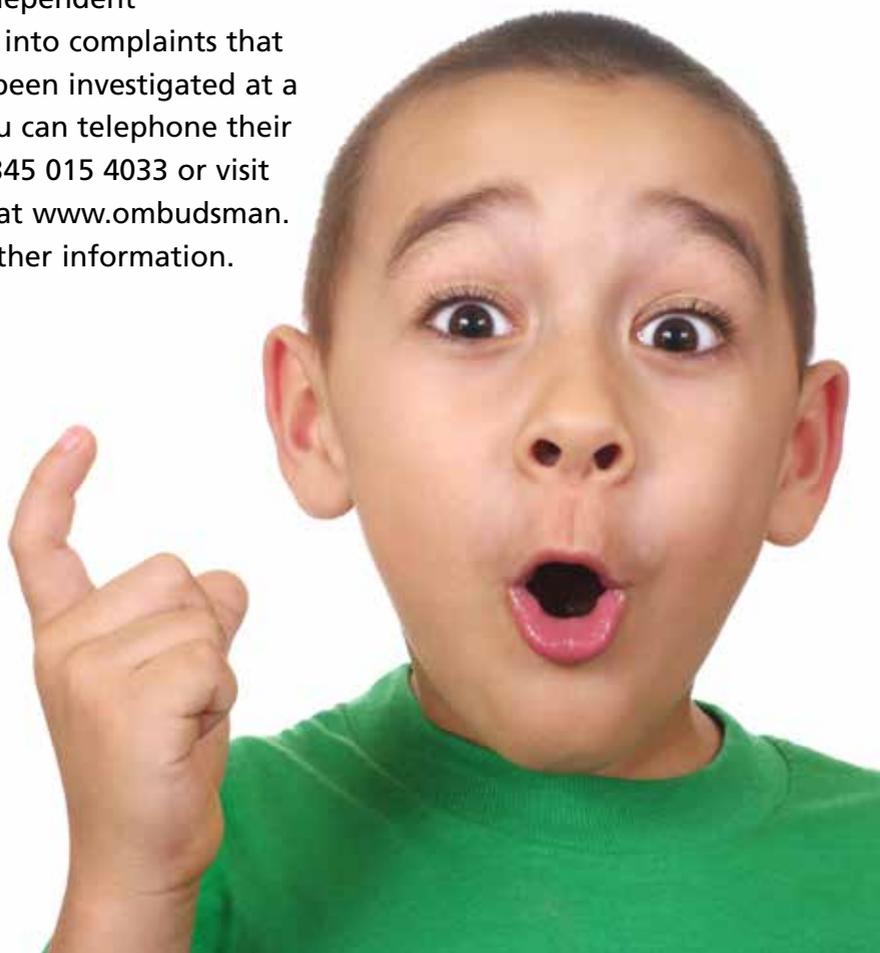
Other organisations you can contact with a concern or complaint

There are other organisations outside of GOSH, who you can contact with any concerns or complaints.

POhWER is a not-for-profit company that offers a free, independent and confidential service called **ICAS (Independent Complaints Advocacy Service)** to guide patients and families through the NHS complaints process. They have regional offices all over the UK – the North London office covers GOSH and you can telephone them on 0300 456 2370. Their website at www.pohwer.net explains more about their services.

The **Care Quality Commission (CQC)** is the independent regulator for all health and social care services in the UK. Their job is to make sure that the care given in hospitals and other health or social care services meets government standards for quality and safety. You can raise a concern through their website by searching for the organisation and then completing an online form called Tell us your experience. You can also call the CQC National Customer Service Centre on 03000 616161. More information about the CQC is available on their website at www.cqc.org.uk/public

The Parliamentary and Health Service Ombudsman considers complaints that the NHS or other public organisations have not acted properly or fairly. The Ombudsman carries out independent investigations into complaints that have already been investigated at a local level. You can telephone their helpline on 0345 015 4033 or visit their website at www.ombudsman.org.uk for further information.



Useful numbers

A photograph of two young girls. The girl on the right is whispering into the ear of the girl on the left. They are both looking towards the left of the frame. The girl on the left has light brown hair and is wearing a green and white striped shirt. The girl on the right has dark brown hair and is wearing a pink floral dress. The background is a soft, out-of-focus green.

Great Ormond Street Hospital switchboard	020 7405 9200
Pals (Patient Advice and Liaison Service) Office	020 7829 7862 or pals@gosh.nhs.uk
Complaints team	020 7813 8402 or complaints@gosh.nhs.uk

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Compiled by the Quality, Safety and Transformation Team and Patient Advice and Liaison Service in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Foundation Trust
Great Ormond Street
London WC1N 3JH

www.gosh.nhs.uk