



YOUR COMMENTS MATTER TO US—NHS

As a healthcare provider NHS Forth Valley wants to ensure that our services meet the needs of the individuals and communities we serve. Ultimately we aim to create a healthy Forth Valley, where everyone can experience fair, person centred treatment and equality of opportunities.

If there's something you're unhappy with, we'd like to know about it, so that we can try to put matters right. We believe that every complaint is an opportunity for us to better understand and improve the quality of our services.

We know that people can be worried that if they raise a concern or complaint about their care (or the care of someone close to them) the care will suffer. We undertake to make sure that the fact that you have complained will never affect anyone's treatment. If you have a concern or complaint you can raise it in several ways.

We also welcome people contacting us when they feel we have done something well. We can learn just as much from good practice and see how we can use this to enhance services in other areas as well as recognise those staff and services who patients feel have gone that extra mile.

Talking it through

If you are concerned about your care or any of the services provided, please feel free to speak to a member of staff on the ward or in the department as well as in our GP Practices.

In our experience an early meeting where you can discuss your concerns thoroughly often resolves issues speedily to everyone's satisfaction. Misunderstandings can easily happen and by bringing this to someone's attention, they can just as easily be put right.

Our staff will listen to your concerns, agree what actions should be taken and update you on progress as required.

Writing a complaint

- Ideally, all complaints should be made soon after the events you want to complain about happened. This makes it easier for everyone to remember what happened.
- Please give as much information as you can, including your name, address and hospital number.
- If you are raising more than one concern, it helps to use headings or number each point. This helps us to make sure we answer all of your concerns in our response.
- You can ask a friend or relative to raise a concern or complaint on your behalf. If you do, we will ask you to sign a consent form, giving us permission to disclose your personal information to this person.

If your concern is not resolved to your satisfaction, you can request to speak to someone in our 'Patient Relations and Complaints Service'; either Phone: 01324 566660 or **Email:** fv-uhb.complaints@nhs.net. Staff also have access to telephone interpreting services.

If you don't want to speak to us you can contact Patient Opinion which is an independent organisation on www.patientopinion.org.uk.