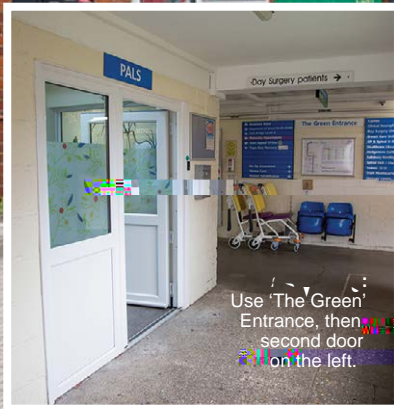


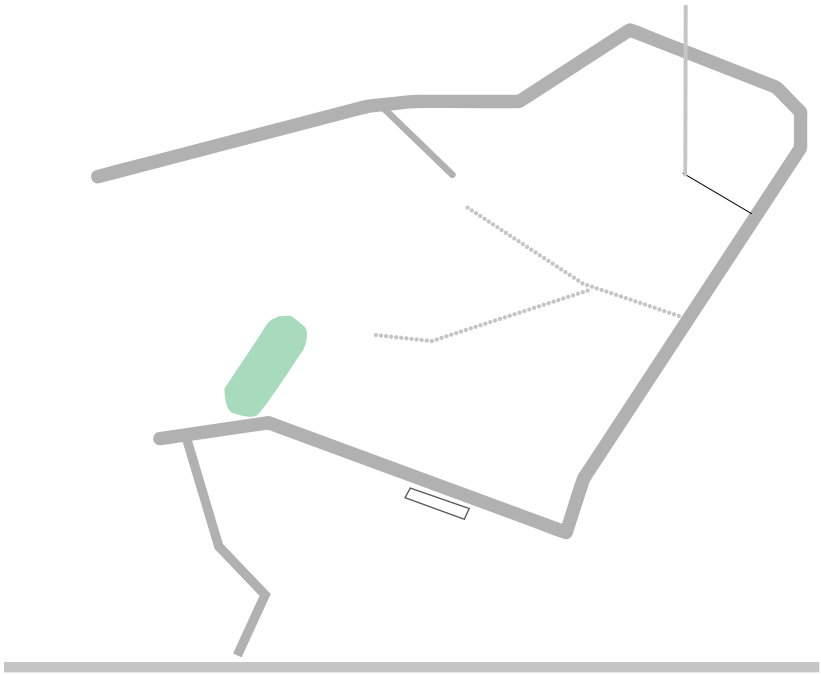
(Entrance I on the map).

Through 'The Green' Entrance (see below) the of ce is the second door on the left.

If you are accessing PALS from the Main Entrance in the North building (Entrance F on the Map), you will need to go up to level 4 and follow the signs for the link bridge.

There is a short stay designated PALS parking space (30 minutes max.) for visitors to the PALS of ce. This is located just outside the Green Entrance. Alternatively, there is parking in Car Parks 7 and 8.







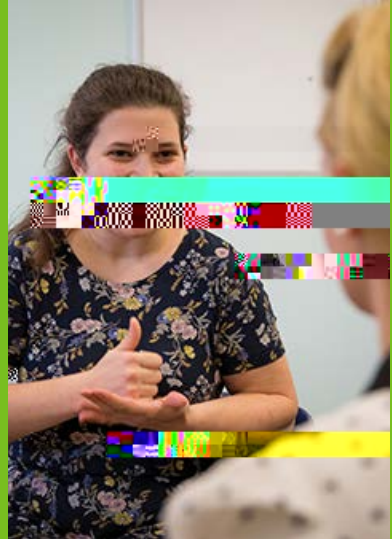
Contact a member of the team who can tell you about the different ways you can give us your views or how you can help us to improve our services:

Email [palsonline@nhs.uk](mailto:palsonline@nhs.uk) or call the PALS of ce on **01722 429044**.

We would like to hear from you if you have any suggestions on how we can improve our services. You can make suggestions in any way that suits you. This could be done informally with a member of the PALS team, or more formally through our patient engagement initiatives.

If you are happy with any part of a service you receive, please tell us. We can learn just as much from what we do well as to what can be improved. This will enable us to share good practice to help improve our services.

If you would like your compliment to be specially recognised with an individual, team or department you can email [palsonline@nhs.uk](mailto:palsonline@nhs.uk). This is a formal recognition of your experience and all SOX (Sharing Outstanding Excellence) nominations are reviewed by our Executive Team. Each month one is selected for special recognition.



If you need your information in another language or format (including audio, large print, etc.) please contact PALS:

Email [palsonline@nhs.uk](mailto:palsonline@nhs.uk) or call the PALS of ce on **01722 429044**.



We have an open and honest approach to dealing with complaints and ensure that they are investigated thoroughly and fairly to establish the facts. We work hard to learn from what people have told us and use this to help us improve the services that we deliver.

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If you have any concerns, it is always best to let someone know whilst you are in hospital. This can be the ward sister, charge nurse or your consultant. Please be assured that raising your concerns will not affect your care or treatment in any way. If you, your relatives or your partner are unhappy with any aspect of your care, or the service you receive, it is best to try and sort it out straight away.

If you are an inpatient, or are visiting an inpatient, the best person to talk to is the Senior Sister or Nurse in Charge of the ward. If you are an outpatient, please ask the staff at any reception area to put you in touch with the member of staff you need to talk to.



Advocacy services can help you express your opinions. If you would like support with raising your comments or a complaint then you may want to consider contacting an Advocacy service. It is recommended that you contact them at the earliest stage of raising your complaint or concern. Please refer to [page 13](#) of this booklet for a list of local Advocacy services.






Anyone who is, or has been, a patient. You can ask a friend, relative or partner to make a complaint on your behalf, but we must have your written permission before we discuss your personal circumstances with anyone else.

There are some complaints which require different procedures to be followed and which we can't look at under the health and social care procedure described in this booklet.

These include:


- Complaints about private treatment;
- complaints that have already been investigated;
- complaints where legal action has already been started;
- complaints about data subject requests under the Data Protection Act 2018;
- complaints relating to requests under the Freedom of Information Act 2000.

If the Trust has already started disciplinary action a complaint about the same person can be investigated



but there will be restrictions on the information that can be given to the complainant in order to protect personal and confidential information.

Please talk to our PALS Lead if you would like more information about what can and can't be considered under the health and social care complaints procedure.



... after the event that caused the problem. This makes it easier for everyone to remember what happened and helps us to respond quickly. The health and social care guidelines suggest a time limit of 12 months from the date on which the matter occurred, or the matter came to the notice of the complainant. Exceptional circumstances may allow for an extension of these time limits i.e. if the complainant had good reasons for not making the complaint within that time limit and, notwithstanding the delay, it is still possible to investigate the complaint effectively and fairly.

- Please give as much relevant information as you can, including your patient number, name, address and contact number. Further information to help you write your complaint is available on the hospital website [link](#).
- If you are complaining on behalf of someone else, please ask them to sign the letter to confirm that they are happy for us to share their health information with you. If this is not possible, we will send you a consent form for the patient to sign to say that they give permission for details related to their complaint to be discussed with you. We will not be able to start the investigation until we have received the patient's consent.
- Your complaint may trigger a review if it brings to light problems in your or your loved one's care that were not previously known about. However, if both the complaint and the review are looking at similar issues, we may not be able to respond to the complaint until the review is complete. You will be advised of this.
- If you are raising more than one concern, it may be helpful to number each point. This helps us to make sure that we answer all your concerns.
- We aim to ensure your complaint is resolved as soon as we can, so we ask you to consider what outcome you would like from raising your complaint. If you are unsure about this, please talk to a member of the PALS team who may be able to help you with this.



When we receive a complaint, we will write to you within three working days to confirm that we have received it. We may contact you further to ensure we have interpreted the key points of your complaint correctly and what outcome you would like. We will also discuss how you would like us to handle your complaint, the best method of response and agree a timescale to carry out the investigation. It will always be clear what this timescale will be.

You will be given a complaints coordinator from the PALS team who will be your point of contact

The Trust is committed to learning from all the complaints we receive.

Following closure of your complaint, you will be sent a complaints survey. It is very important to us that any patient, visitor, relative or friend not only feel able to raise their concerns but are happy with the actions that we take as a result. We will look at this feedback and use it to review and improve our complaints procedure.

You can access the survey [here](#).

There is no provision within the Trust for compensation through our complaints process. Complainants wishing to take legal action or seek compensation should seek independent legal advice at the earliest opportunity.



While we make every effort to resolve a complaint, there may be times where a complainant is unhappy with our response.

In these circumstances we would conduct further investigations and provide a further response if needed or arrange a follow-up meeting with yourself, the service leads and any other relevant staff.

You also have the option to take your complaint further and raise this through the Parliamentary and Health Service Ombudsman (PHSO).

The helpline is open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates. Alternatively, you can email their enquiry team at:

[enquiries@nhs.uk](mailto:enquiries@nhs.uk) or download their complaint form available on their website, posting to: City Gate, 51 Mosley St, Manchester M2 3HQ.



These organisations can also help ensure that medical or legal terms are explained to you.

Wiltshire Advocacy

0330 440 9000

[info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

Dorset Advocacy

0300 343 7000

[nhscomplaints@dorsetadvocacy.co.uk](mailto:nhscomplaints@dorsetadvocacy.co.uk)

Portsmouth, Southampton and Isle of Wight areas

SEAP 0330 440 9000

[info@seap.org.uk](mailto:info@seap.org.uk)

VoiceAbility

0300 303 1660

[feedback@voiceability.org](mailto:feedback@voiceability.org)



If you would like copies of the information held in your medical records, please write to:

The Health Records Manager  
Salisbury NHS Foundation Trust  
Odstock Road  
Salisbury SP2 8BJ

 01722 429359

 [shc-tr.medicalrecords@nhs.net](mailto:shc-tr.medicalrecords@nhs.net)

Salisbury NHS Foundation Trust  
Salisbury District Hospital  
Odstock Road  
Salisbury, Wiltshire SP2 8BJ

T 01722 336262 | E [sft.comms@nhs.net](mailto:sft.comms@nhs.net)

 [salisburydistricthospital](https://www.facebook.com/salisburydistricthospital)

 [@SalisburyNHS](https://twitter.com/SalisburyNHS)

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