

Sorting out problems with your healthcare



There are different things you can do if you are not happy with your hospital care.



1: Speak up as soon as you can



Tell the person treating you why you are unhappy and let them know how they could make it better.



You may not feel comfortable to say anything at the time, and that's OK.



You can talk to a friend, a family member, or someone else who supports you later.



2: Ask the hospital to fix the problem.



If you can't sort the problem out right away, you can speak to the hospital's Patient Advice and Liaison Service (or PALS for short).



It is the PALS team's job to help patients sort our problems in the hospital.



They will do this by speaking with the other people who work in the hospital.



Tell PALS as much as you can, like:

1. What happened?
2. When it happened?
3. Where it happened?
4. Who was involved?
5. What you want the hospital to do to make things better?



You will find a PALS in most hospitals.



You can check if your hospital has a PALS by looking at the NHS website :
www.nhs.uk



3: Make a complaint

If PALS cannot sort out the problem, or if you still feel unhappy, you could make a complaint.



Every hospital has a complaints process you need to follow.



You will need to say:

1. What happened?
2. When it happened?
3. Where it happened?
4. Who you want to complain about?



It will help if you can say what the hospital could do to make things better.



Making a complaint is a good way to be sure that the people who run the hospital know what went wrong.



If you need support with this, you can ask PALS or the NHS Complaints Advocacy Service to help you.



The NHS Complaints Advocacy Service is not run by the NHS.



They can help you by:

- explaining how to make a complaint.
- telling you who you should make your complaint to.
- coming with you to any meetings about your complaint.
- explaining anything you don't understand.



You can email them at:

nhscomplaints@voiceability.org



Or phone them on: 0300 330 5454.



4: Tell the Parliamentary and Health Service Ombudsman



If you have made a complaint and you do not feel it was sorted out well, you can speak to the Parliamentary and Health Service Ombudsman .



The Parliamentary and Health Service Ombudsman make decisions about complaints which have not been sorted out by the NHS.



They can only help if:

- You have made a complaint and the hospital have given you their answer.
- Or your complaint has not been sorted out after 6 months.





You can email them at:

phso.enquiries@ombudsman.org.uk



Or call them on: 0345 015 4033.



Or visit their website at:

www.ombudsman.org.uk/complainforchange



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