

How to raise your concerns

Liverpool Heart and Chest Hospital
NHS Foundation Trust
Thomas Drive
Liverpool L14 3PE

www.lhch.nhs.uk



Your concern can help us



We want you to be happy with our services



We want to make things better if you are unhappy



Please tell us if you are not happy



Please tell us when you like what we do

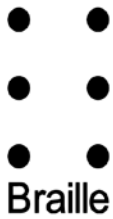
We will take action to help you

You can have information as:



123

audiotape, CD or DVD



Braille

or a leaflet



If you do not speak English we can ask a person to talk to you in a language you understand

You can get help to raise a concern from:

The Patient & Family Support Team

 0151 600 1257 or 1517

Our office is in the outpatient department and is open from Monday to Friday 9.00am – 5.00pm

We can speak to you, your family or your friend and if someone raises a concern for you we will ask you if you agree

We want to help you feel safe and listened to



If you want to raise a concern you can:

Talk to us – ask a member of staff to direct you to our office

Telephone us - ☎ 0151 600 1257 or 1517

Write a letter to us at:

Patient & Family Support Manager
Liverpool Heart and Chest Hospital
Thomas Drive
Liverpool L14 3PE



Talk to or telephone or email Healthwatch Liverpool about your complaint:

☎ 300 7777 007 or



Email - enquiries@healthwatchliverpool.co.uk



Look at the website www.healthwatchliverpool.co.uk/complaints

When you raise a concern we will:

Help and support you and meet your needs whatever your: age, sex, race, language, disability, religion, belief, sexual orientation, background or culture.

We will need to:

Look at your concern and talk to you



We may need to:


Talk to other people

Look at your medical notes

Change the way we work



We will then:

 Telephone or write to you within three days to tell you what we are going to do

We will meet with you or write to you to tell you what we have done to make things better



If you are still not happy with what we have done about your concern you can tell the Health Service Ombudsman: ☎ 0345 015 4033

We are here to help and support you. We want to make our services better and we need you to tell us if you are unhappy.

You can also tell us if we have done something good! 😊