

NHS Complaints Advocacy

Problems with the care and/or treatment provided by the National Health Service (NHS)?

We may be able to help you.

How to contact us

☎ Telephone - 0300 200 0084 (charged at local rate)

☎ Minicom - 0300 456 2364

abc Text - send the word 'pohwer' with your name and number to 81025

@ Email - pohwer@pohwer.net

Skype - pohwer.advocacy (8am to 6pm Monday to Friday)

☎ Fax - 0300 456 2365

✉ Post - Write to us at POhWER, PO Box 14043, Birmingham B6 9BL

Your local POhWER advocate can help you navigate the complaints process, help with letter writing and attend a meeting about your complaint if required.

The service is free to use and we are independent of the NHS.

Registered Charity Number – 1061543

Company Number - 3323040

This report can also be made available upon request in Braille, audio cassette, large print or in other languages.

Chinese

此份單張備有中文譯本，請垂詢索取

Kurdish Sorani

شیدیروک ینامز هب هیهوارک و آل ب مه ئی تئیرناوت ده
یراکاواد رهسه له تئیرکب ره بهتسه ده

Lithuanian

Paprašius, šį lankstinuką galima gauti ir lietuvių kalba.

Polish

Niniejszy dokument może być na życzenie dostępny w języku polskim.

Portuguese

Este folheto também pode estar disponível, sob pedido, em português.

Russian

Эту брошюру можно также получить по желанию на Русском языке.



Reference number: LCHS2016/17 - 0027

Review date: April 2019

Inviting your comments

Listening to your complaints

Whilst we are always very pleased to receive comments in appreciation of our services, we acknowledge that we do not always get it right. Our aim is to provide the highest standards of service and we welcome your comments and suggestions to assist us in achieving this aim.

If you have a concern, we aim to do all we can to resolve it as quickly as possible. There are a number of ways that you can help us do this.

Please ask to speak to a member of staff as soon as you can. This could be a doctor, nurse/practitioner, or the departmental/service manager. They will listen to your concerns and take action to ensure these are investigated and addressed as appropriate.

Alternatively, you may find it helpful in the first instance to speak to PALS, whose details are given overleaf. They can put you in touch with the right person to speak to regarding your concerns.

If you would prefer to express your concerns in writing you should address all correspondence to the Complaints Department at:

Lincolnshire Community Health Services

Beech House
Witham Park
Waterside South
Lincoln
LN5 7JH

Tel: 01522 309752

Calls welcome via Text Relay
Email: LHNT.LCHSComplaints@nhs.net

There is a facility for members of the public to feed back their experiences via the Trust website at www.lincolnshirecommunityhealthservices.nhs.uk

Click on the 'Contact Us' and fill in the online form and this will be forwarded to the relevant department. This will be treated in exactly the same way as any other method of making a complaint.

We will acknowledge your complaint within three working days of receipt. Wherever possible we will also discuss this with you personally and agree a plan for handling your complaint, including a date by which you should expect to receive a response and how you would like to receive this.

Whichever route you choose to raise your concerns, they will be fully investigated. The details will be registered with the Complaints Department along with the action taken to resolve them. This information is then brought to the attention of the Trust's management teams and is used for learning, to prevent a recurrence.

We can also assure you that your care and service provision will not be negatively affected by the fact that you have made a complaint. However, should you at any time feel this is happening, please let us know.



The Patient Advice and Liaison Service focuses on improving the service to NHS patients.

The service aims to:

- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf

PALS provide confidential on-the-spot advice and support, helping you to deal with any concerns you may have about the care provided, and guiding you through the different services available from the NHS.

Please contact us:

Telephone: 0845 602 4384
Calls welcome via Text Relay
Email: LHNT.LincsPALS@nhs.net

PALS 
Patient Advice and Liaison Service