



Patient feedback
listening to you



Leicestershire Partnership
NHS Trust



Giving feedback or making a complaint about your health care



The NHS wants people to give feedback because it is used to improve health services. This can be any service such as a hospital, GP, dentist or optician, for example.

If you want to share your views and experiences, good or bad, speak to a member of staff at the service.

You have the right to complain about any aspect of NHS care, treatment or service.

You might find it helpful to talk to someone who understands the complaints process first.

This could be a friend, family, advocate, or somebody else you trust.

If something about an NHS service makes you unhappy, talk to a member of staff at the service as soon as possible.

They should try to sort the issue out quickly for you.



Complaining about an NHS service



All NHS services in England must have their own complaints policy.

The policy says how the service will deal with your complaint.



You can often find information about making a complaint in these places –

- waiting rooms
- reception desks
- the service provider's website
- or by asking a member of staff.



You can either complain to the service directly or to the commissioner who pays for the service that is being provided.



If your complaint is about more than one service – such as your local hospital and the ambulance service – you'll only need to make one complaint.



The service that handles your complaint must also work with others to make it easier for you.

How to contact patient feedback



0116 295 0830



PALs@leicspart.nhs.uk



Freepost

LPT Patient Experience



When you can contact us
9am to 4.30pm Monday to Friday.
We are closed on bank holidays.

Thank you to NHS England for sharing their leaflet with us.

