



Leicestershire Partnership
NHS Trust



Patient feedback

listening to you

PALS: 0116 295 0830

Email: lpt.pals@nhs.net

Complaints: 0116 295 0831

Email: lpt.complaints@nhs.net

Write to us: Freepost LPT PATIENT EXPERIENCE

www.leicspart.nhs.uk follow us on Twitter @LPTpatientexp

C compliments

Your compliments make a real difference, they really help to let us know when we're doing things right.

You can share positive feedback with us in writing, email or by speaking to any member of staff or our Patient Advice and Liaison Service (PALS).

Your feedback will then be shared with the relevant individuals or teams.

C omments

You can leave comments about our services when you complete our friends and family test or by writing to us or emailing us.

We act on your comments and concerns to make improvements to our services and ensure lessons are learned.

You can give your feedback in writing or verbally, or by sharing with a member of staff or our PALS team.

Concerns

Raising a concern can be done directly with staff, and we would encourage you to do this, as they can work with you to resolve the issue quickly.

If you would rather not raise your concerns directly with the staff, you can share them with PALS - we will help you to resolve them.

PALS is a free and confidential service for patients, their carers and family members.

We provide on-the-spot advice and support.

We will keep you informed about our progress and will communicate in a way that suits you.

Complaints

We aim to respond to complaints within 25 working days or a date agreed with the individual raising the issues.

We will keep you informed about the progress of your complaint in a way that suits you.

Once we've reached a conclusion, we will respond explaining what we found and what steps have been taken. We will also let you know what we have learned from your experience and how this has led to our services being improved. We can feedback this information either in writing or a meeting.

We also welcome your feedback on our complaints process to help us improve our service.

If needed you can contact the following agencies for help

Samaritans

24 hour freephone helpline for people in crisis Tel: 116123

Turning Point Crisis Helpline

24 hour freephone helpline offering confidential support in time of crisis. Drop in sessions available. Tel: 0808 800 3302

LAMP

Mental health advocacy and information. Tel: 0116 255 6286

POhWER

Independent Mental Health Advocates (IMHA) and NHS complaints advocacy. Tel: 0300 456 2370 email: pohwer@pohwer.net

SHOUT Text Service

24 hour national mental health crisis text message service. Text shout to 85258

Staying Alive App

A suicide prevention resource for the UK with useful information and tools to help stay safe in a crisis. Can be used if you are having suicidal thoughts or are concerned about someone else.

If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.

Creating high quality, compassionate care and wellbeing for all

Date implemented: January 2020
Last reviewed: August 2021
Review date: August 2023
Leaflet No. 526 - Edition 2
Replaces leaflets: 346 and 347