

Not happy – how do I raise a concern or make a complaint? Information for young people

You matter to everyone at Great Ormond Street Hospital (GOSH) – we want you to be happy with what happens at GOSH, at an outpatient clinic, coming for a test or scan, or staying on one of our wards. There are times when we don't do as well as we would want – we know that and want to get better. It helps us when children, young people and their families tell us about things we could do better. You may spot things that we may miss as members of staff.

This information sheet explains why it is so important that you tell us when something has gone wrong or we have disappointed you in any way, as well as what we promise to do as a result. If you have any questions, please get in touch with the Pals or Complaints teams – their details are at the end of this information sheet.

GOSH is a big place, with lots of people working here, as well as thousands of children and young people coming to visit with their families each day.

This sometimes means that things don't happen at all or on time, or we don't share useful information with our colleagues, or we don't explain things to you as well as we could.

None of us comes to work wanting to do a 'bad job' but sometimes we are so busy that some things slip – not that that's an excuse.

It actually helps us if you point out when you're not happy with something – we won't get cross or treat you worse.



In the same way, it's always nice to hear when something has gone well and you're happy with your time at GOSH. Fill in our online form at [www.gosh.nhs.uk/your-opinion-](http://www.gosh.nhs.uk/your-opinion-matters)

[matters](#), scan the QR code or fill in a feedback form.

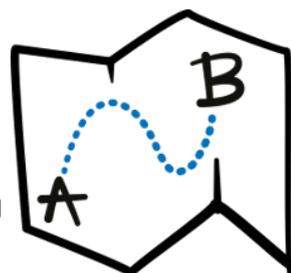
What to do

Here's how to tell about a concern or make a complaint – you have lots of options.

The first step is to talk to the **Nurse in Charge or Head of Department** to see if something can be sorted out quickly – many concerns are down to poor communication so are quickly fixed.

You could also get in touch with **Pals** – their office is in the main reception area. You could also ring them on 020 7829 7862 or drop an email to pals@gosh.nhs.uk. They're open from Monday to Friday from 10am to 5pm.

The **Complaints** team can also help if you want to make a complaint. You can call them on 020 7813 8402 or email complaints@gosh.nhs.uk. They're also available from Monday to Friday.



If you have additional needs

We can help you to raise a concern or make a complaint – if you need an interpreter, for instance, or support to write things down, we can help – just tell us.

What do you need to know?

It helps us look into your concern or complaint if we know what happened (or didn't happen) and roughly when. It can also help if you can tell us in as much detail as possible. We'll also ask your name, date of birth and hospital number – this is to make sure we're looking into the right thing.

Do I have to tell someone straightaway?

It's better if you do but we know something might occur to you when you get home or if you talk to someone else about it. This is fine but all we ask is that you tell Pals or Complaints within a year of something happening (or not happening).

What happens next?

However you raise a concern or make a complaint, we will let you know we've got it within 3 working days. We will also tell you how we're going to look into it in more detail and how long that might take. We always write a report about what happened, so tell us if you'd like it another way, like Easy Read, or in another language.

How do you investigate?

The first thing we do is bring together a team of people to look into your concern or complaint. Who is involved will vary but there's usually a number of people from different departments at GOSH.

The team will investigate in different ways – depending on what happened (or didn't happen). In most cases, we will look at your medical records on our computer system. The team will also talk to people who were involved – just to find out what happened, not to blame them.

Finally the team will write a report of what happened, why it happened (or didn't happen) and what we're doing to stop it happening again. We can do this report in another way if you like, just tell us when you tell us about it first.

Will anything change?

We will let you know when we finished our investigation and we will talk to you about how you would like us to share the information we have found out. We will explain any changes or actions we're going to do and by when with the aim of stopping the same thing happening again. Some things will be really quick to do but others might take a bit longer.

Won't I get someone into trouble?

No – our aim is always to make things better for children, young people, families and our members of staff. We don't think blaming or punishing them is the right thing to do – we will work with everyone involved to improve things.

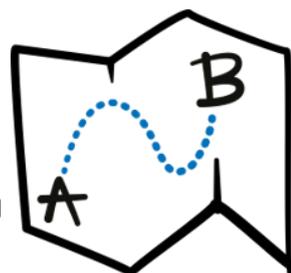
Won't I get into trouble?

No. The fact you've raised a concern or made a complaint will never be put in your medical notes – we keep everything totally separate. It might become clear who was affected when we are investigating but no one should treat you differently in future because of this – if you think they are tell us.

What if I don't agree with the report?

Sometimes you might not be happy with what we've found out or remember it differently – that's fine. We are always happy to talk to you about this and explain how we investigated. If you have any questions, you can ask us to look into it further.

You can also contact the **Parliamentary and Health Ombudsman** at www.ombudsman.org.uk/ or calling 0345 015 4033. They are free to use and look into complaints that have already been



made and see if they agree with what the organisation found out and reported.

The **Care Quality Commission (CQC)** doesn't investigate individual concerns or complaints but they do check that hospital services meet a high standard. You can share your experience through

their website at www.cqc.org.uk/shareyour-experience-finder. You can also call the CQC National Customer Service Centre on 03000 61 61 61. More information about the CQC is available on their website at www.cqc.org.uk/public.

Want to know more?

- **Patient Advice and Liaison Service (Pals)** – call 020 7829 7862 or email pals@gosh.nhs.uk
- **Complaints** team – call 020 7813 8402 or email complaints@gosh.nhs.uk

Disclaimer

This is a general GOSH information sheet. If you have specific questions about how this relates to you, please ask us. Please note this information may not necessarily reflect what they do at other hospitals.

