



Homerton
University Hospital
NHS Foundation Trust



Here to help you

Patient Advice and Liaison Service (PALS) Complaints Service

Dịch Vụ Tư Vấn Và Liên Lạc
Dịch Vụ Khiếu Nại
Tại đây giúp đỡ bạn

Zespół ds. kontaktów z pacjentami (PALS)
Wydział ds. Skarg
Służymy pomocą

পেশান্ট এডভাইস এন্ড লিয়াসো সার্ভিস (পালস)
কমপ্লেইন্টস সার্ভিস

আমরা এখানে আছি আপনাদের সাহায্য করার জন্যে
৪টি ভাষা - তুর্কী, বাংলা, ভিয়েতনামী ও পোলিশ

Hasta Danışma ve İrtibat Servisi (PALS)
Şikayetler Servisi
Burada size yardım etmek için

You can get an easy read guide
from our website or please ask for
a copy from the PALS office.



This leaflet provides information about the Patient Advice and Liaison Service (PALS) and the Complaints Service

If you have a concern about your care or the care of your relative or friend, you can discuss this with a senior member of staff on the ward, clinic or department.

If you would rather talk to someone independent of the ward / clinic / department, you can raise any concerns or make comments through the Trust's Patient Advice and Liaison Service.

How PALS can help you

PALS staff can:

- help resolve problems and concerns that you, your relative and carers may have
- provide confidential, on-the-spot advice, support and information
- listen to your concerns, suggestions or queries to hear what the Trust gets right, what it gets wrong and what could be improved
- guide you through the different services available within the NHS.

We can put you in touch with other people who may be able to help you. We can also give you details of organisations, such as voluntary organisations, community groups or independent advocacy.

How to contact PALS

The service is based in the main entrance of the hospital. To speak to a member of the service, staff are available Monday - Friday 9am - 5pm. Voicemail messages can be left outside these times. PALS staff will aim to contact you within two working days of receipt of your enquiry. Please see the back page for contact details.

How the Complaints Service can help you

If you are not able to resolve your concern with a member of the team caring for you or with PALS, you can make a formal complaint.

If you need help or support to make your complaint, you can contact the Independent Complaints Advocacy Service (ICAS).

The contact details for both the Complaints Service and ICAS can be found on the back page.

In accordance with the NHS complaints procedure you should inform the Trust of your complaint within one year of when you first became aware of the problem. If it is more than a year ago, the Trust may still be able to help you and try to address your concerns.

All complaints are brought to the attention of the Chief Executive, Chief Nurse or Medical Director.

- Your complaint will be acknowledged within three working days of receipt.
- We aim to respond within 30 working days and let you know the outcome of the investigation.

- If we are having difficulty meeting the deadline, we will contact you to let you know and to provide a timescale of how long the investigation is likely to take.
- Should you feel there are aspects of your complaint that have not been adequately addressed in the Trust's reply, please get in touch with the Complaints Service. The team will look into any outstanding issues so that a resolution may be found.
- If you are not satisfied with the final outcome of the investigation, the Parliamentary and Health Service Ombudsman (PHSO) may be able to help by reviewing your case independently.
- You can pick up an information leaflet about the PHSO from the information centre at the main entrance to the hospital, your local health centre or you can contact the PHSO helpline on 0345 015 4033 or email phso.enquiries@ombudsman.org.uk.

Tờ rơi này cung cấp những thông tin về:

- Dịch vụ tư vấn và liên lạc (PALS)
- Dịch vụ khiếu nại

Nếu bạn có lo lắng gì về sự chăm sóc thân nhân hoặc bạn bè của bạn, bạn có thể thảo luận việc này với nhân viên cao cấp của phòng điều trị, trạm xã hoặc khoa

Nếu bạn không muốn nói chuyện với những ai độc lập của phòng điều trị/trạm xã/khoa, bạn có thể nêu lên mối quan tâm hoặc ý kiến gì thông qua Dịch Vụ Tư Vấn Và Liên Lạc.

PALS có thể giúp gì cho bạn

Nhân viên PALS có thể:

- Giúp giải quyết những vấn đề và quan tâm mà bạn, thân nhân của bạn và người chăm sóc có thể có
- Cung cấp bảo mật, tư vấn tại chỗ, hỗ trợ và thông tin
- Lắng nghe mối quan tâm của bạn, gợi ý hoặc truy vấn để lắng nghe sở y tế làm gì đúng và những gì cần được cải thiện
- Hướng dẫn bạn thông qua các dịch vụ có sẵn của bộ y tế

Chúng tôi có thể liên hệ với những người khác có thể giúp bạn. Chúng tôi cũng cho bạn những chi tiết của các tổ chức, như các tổ chức tình nguyện, nhóm cộng đồng hoặc tư vấn độc lập.

Pals Liên Hệ Như Thế Nào

Dịch vụ đặt tại cửa chính của bệnh viện. Để nói với một thành viên của dịch vụ, nhân viên có mặt từ thứ hai đến thứ sáu, 9 giờ sáng đến 5 giờ chiều. Có thể để lại tin nhắn bằng lời thoại ngoài giờ làm việc này. Hãy xem trang cuối để rõ chi tiết.

Nhân viên PALS sẽ liên hệ lại với bạn trong vòng 2 ngày làm việc kể từ khi nhận được yêu cầu của bạn.

Dịch vụ khiếu nại có thể giúp bạn như thế nào

Nếu bạn không thể giải quyết được mối quan tâm của bạn với thành viên của tổ chăm sóc bạn hoặc với PALS, bạn có thể khiếu nại chính thức.

Nếu bạn cần giúp đỡ hoặc hỗ trợ để xin khiếu nại của bạn, bạn có thể liên hệ Dịch Vụ Tư Vấn Khiếu Nại Độc Lập (ICAS).

Chi tiết liên danh cho cả hai dịch vụ khiếu nại và (ICAS) có thể tìm thấy ở trang cuối.

Thế theo thủ tục khiếu nại bộ y tế bạn cần thông báo cho sở y tế trong vòng một năm sau khi bạn nhận thấy có vấn đề nảy sinh. Nếu sự việc xảy ra cách hơn một năm trước, sở y tế vẫn có thể giúp bạn và cố gắng giải quyết mối quan tâm của bạn.

Tất cả khiếu nại phải được sự quan tâm của giám đốc điều hành, y tá trưởng hoặc giám đốc y khoa.

- Khiếu nại của bạn sẽ được xác nhận trong vòng ba ngày nhận được.
- Chúng tôi đặt mục tiêu trả lời trong 30 ngày và cho bạn biết kết quả điều tra.

- Nếu chúng tôi gặp khó khăn thực hiện đúng thời hạn, chúng tôi sẽ liên hệ với bạn để cho bạn biết và cho biết khoảng thời gian bao lâu có thể tiến hành điều tra.
- Nếu bạn cảm thấy khiếu nại của bạn có những khía cạnh chưa được giải quyết đầy đủ trong giải đáp của sở y tế, xin vui lòng liên hệ với dịch vụ khiếu nại. Tổ sẽ xem xét bất kỳ vấn đề nào tồn đọng để có thể tìm thấy một giải pháp.
- Nếu bạn không hài lòng với kết quả cuối cùng của cuộc điều tra, Thanh Tra Quốc Hội Và Dịch Vụ Y Tế (PHSO) có thể có thể giúp đỡ bằng cách xem xét trường hợp của bạn một cách độc lập.
- Bạn có thể lấy một tờ rơi thông tin về PHSO tại các trung tâm thông tin ở cửa chính của bệnh viện, trung tâm y tế hoặc bạn có thể liên hệ với PHSO đường dây giúp đỡ 0845 015 4033 hoặc email phso.enquiries@ombudsmann.org.uk.

Niniejsza ulotka zawiera informacje o:

- **Zespole ds. kontaktów z pacjentami (PALS)**
- **Wydziale ds. Skarg**

Osoby niepokojące się o swoją opiekę lub opiekę nad swoim krewnym lub znajomym mogą porozmawiać ze starszym specjalistą na oddziale, w klinice lub wydziale.

Aby porozmawiać z kimś niezwiązanym z oddziałem / kliniką / wydziałem można zgłosić swoje obawy lub uwagi do Zespołu ds. kontaktów z pacjentami (PALS).

Jak PALS może pomóc

Pracownicy Zespołu PALS mogą:

- pomóc rozwiązać problemy i rozwiać obawy pacjentów, ich krewnych i opiekunów
- służyć na miejscu poufną radą, wsparciem lub informacją
- wysłuchać obaw, sugestii lub pytań co dobrze funkcjonuje, co nie działa i co należałoby usprawnić
- poinformować o różnych usługach oferowanych przez NHS

Możemy udzielić informacji i skontaktować z innymi osobami, które mogą pomóc. Możemy również przekazać dane różnych organizacji, np. organizacji charytatywnych, grup społecznych lub niezależnych doradców.

Jak się z nami skontaktować:

Nasze biuro znajduje się przy głównym wejściu do szpitala. Biuro otwarte jest w godzinach 9–17, od poniedziałku do piątku. Po godzinach urzędowania można zostawić wiadomość na automatycznej sekretarce. Dane kontaktowe znajdują się na ostatniej stronie ulotki.

Pracownicy PALS spróbują się skontaktować w ciągu dwóch dni roboczych od otrzymania zapytania.

Jak Wydział ds. Skarg może pomóc

Osoby nie mogące rozwiązać swoich obaw po rozmowie z członkiem personelu opiekującym się nimi lub pracownikiem PALS mogą złożyć oficjalną skargę.

Osoby potrzebujące pomocy lub wsparcia w złożeniu skargi mogą skontaktować się z niezależnym rzecznikiem ICAS.

Dane kontaktowe Wydziału ds. Skarg i ICAS można znaleźć na ostatniej stronie ulotki.

Zgodnie z procedurami NHS dotyczącymi skarg osoba składająca skargę musi poinformować Fundusz w przeciągu roku od kiedy zorientowała się o istnieniu problemu. Jeśli miało to miejsce więcej niż rok temu Fundusz może w dalszym ciągu być w stanie udzielić pomocy i zająć się wątpliwościami.

- Osoba składająca skargę otrzyma potwierdzenie jej otrzymania w przeciągu trzech dni roboczych od jej otrzymania.
- Celem jest odpowiedź na skargę w przeciągu 30 dni roboczych i poinformowanie o wynikach dochodzenia.

- W przypadku problemów z dotrzymaniem powyższego terminu skontaktujemy się z osobą składającą skargę i poinformujemy o postępach oraz podamy przewidywany termin ukończenia dochodzenia.
- Osoby uważające, że pewne aspekty ich skargi nie zostały odpowiednio zbadane w odpowiedzi na skargę mogą skontaktować się z Wydziałem ds. Skarg. Pracownicy Wydziału rozpatrzą wszelkie nierozwiązane kwestie, aby można było znaleźć rozwiązanie.
- Osoby niezadowolone z końcowych wyników dochodzenia mogą zwrócić się z prośbą o niezależne rozpatrzenie sprawy do Rzecznika Praw Obywatelskich ds. Służby Zdrowia (PHSO).
- Ulotkę zawierającą informacje o PHSO można otrzymać w centrum informacyjnym znajdującym się przy głównym wejściu do szpitala, w miejscowej przychodni lub kontaktując się z infolinią PHSO pod numerem 0845 015 4033 lub wysyłając email na adres phso.enquiries@ombudsman.org.uk

যেসব বিষয়ে এই লিফলেট আপনাকে তথ্য দিবে সেগুলো হলো:

- পেশান্ট এডভাইস এন্ড লিয়াসো সার্ভিস (পালস্)
- কমপ্লেইন্টস সার্ভিস (অভিযোগ সেবা)

আপনাকে অথবা আপনার আত্মীয়কে বা আপনার বন্ধুকে যে যতড়ব-সেবা দেয়া হচ্ছে সে সম্পর্কে আপনার যদি কোনো দুঃশ্চিন্তা বা প্রশড়ব থাকে

তাহলে বিষয়টি নিয়ে আপনি ওয়ার্ড, ক্লিনিক অথবা ডিপার্টমেন্টের উপরের পদে থাকা স্টাফ সদস্যদের সাথে কথা বলতে পারবেন ।

এসব না করে এর বদলে আপনি যদি ওয়ার্ড / ক্লিনিক / ডিপার্টমেন্টের ভেতর আলাদা কারোর সাথে কথা বলতে চান, তাহলে ট্রাষ্ট'স পেশান্ট

এডভাইস এন্ড লিয়াসো সার্ভিসের মাধ্যমে আপনি আপনার যে কোনো দুঃশ্চিন্তার কথা বলতে পারবেন অথবা মন্তব্য জানাতে পারবেন ।

পালস্ আপনাকে কিভাবে সাহায্য করতে পারে

পালস্ সদস্যরা যা করতে পারেন তা হলো:

- আপনি, আপনার আত্মীয় এবং কেয়ারার যে সমস্যা ও দুঃশ্চিন্তার মাঝে পড়েছেন সেগুলোর সমাধানে আপনাদের সাহায্য করা
- গোপনীয় ও দ্রুততার সাথে পরামর্শ প্রদান এবং সমর্থন ও উপদেশ দেয়া
- ট্রাষ্ট কি ঠিক করছে, কি ভুল করছে এবং কিভাবে ট্রাষ্টের কাজের আরো উন্নড়বতি করা যায় তার জন্যে আপনার সমস্যা, উপদেশ ও প্রশড়ব শোনা
- এন.এইচ.এসে নানান রকমের যেসব সার্ভিস বা সেবা পাওয়া যায় সেসব পেতে আপনাকে সাহায্য করার জন্যে গুরু থেকে শেষ পর্যন্ত আপনার পাশে থাকা

যেসব লোকজন আপনাকে সাহায্য করতে পারেন তাদের সাথে আমরা আপনার যোগাযোগের ব্যবস্থা করবো । আপনাকে আমরা সাহায্যকারী

সংগঠনের বিস্তারিত জানাতে পারি, যেমন, স্বেচ্ছাসেবী সংগঠন, কমিউনিটি গ্রুপ অথবা স্বাধীন এডভোকেসি (নিরপেক্ষ পরামর্শ-সেবাদানকারী প্রতিষ্ঠান) ।

কিভাবে পালস্ যোগাযোগ করতে হবে

যে সেবা পালস্ প্রদান করে থাকে তা হাসপাতালের প্রধান টোকর জায়গাকে কেন্দ্র করেই গড়ে উঠেছে । সার্ভিসের সদস্যদের সাথে কথা বলার জন্যে স্টাফদের আপনি পাবেন সোমবার - শুক্রবার, সকাল ৯টা - বিকেল ৫টার মধ্যে । এই সময়ের বাইরে ভয়েসমেইল ব্যবহার করে আপনি খবর রাখতে পারেন । যোগাযোগের সম্পূর্ণ ঠিকানার জন্যে অনুগ্রহ করে পেছনের পাতা দেখুন । আপনার প্রশ্ন পাওয়ার পর দুই কর্মদিবসের মধ্যে পালস্‌র কর্মীরা আপনার সাথে যোগাযোগ করার চেষ্টা করবে ।

কমপ্লেইন্টস সার্ভিস (অভিযোগ সেবা) আপনাকে কিভাবে সাহায্য করতে পারে

দলের যে সদস্য আপনার ব্যাপারটি দেখছেন তার সাথে অথবা পালস্‌র সাথে যদি আপনি আপনার সমস্যার সমাধান করতে না পারেন,

তাহলে আপনি পাকাপোক্ত অভিযোগ করতে পারেন।

অভিযোগ দায়ের করার জন্যে আপনার যদি সাহায্য অথবা সমর্থনের প্রয়োজন হয়, তাহলে আপনি ইন্ডিপেন্ডেন্ট কমপ্লেইন্টস এডভোকেসি সার্ভিসে (আইকাস) যোগাযোগ করতে পারেন।

কমপ্লেইন্টস সার্ভিস এবং আইকাস দুটোরই যোগাযোগের পুরো ঠিকানা পাওয়া যাবে পেছনের পাতায়।

এন.এইচ.এসে অভিযোগ দায়ের করার নিয়ম অনুযায়ী আপনি সমস্যা সম্পর্কে প্রমবার জানার এক বছরের মধ্যে ট্রাষ্টকে আপনার অভিযোগ সম্পর্কে জানাতে হবে। ঘটনাটি যদি এক বছর আগেও ঘটে থাকে তাহলেও ট্রাষ্ট হয়তো আপনাকে সাহায্য করতে পারবে এবং আপনার সমস্যাগুলো নিয়ে কাজ করতে পারবে।

সমস্ত অভিযোগ চীফ এক্সিকিউটিভ, চীফ নার্স অথবা মেডিকেল ডিরেক্টরের নজরে আনা হয়।

- অভিযোগ পাওয়ার তিন কার্য দিবসের (ওয়ার্কিং ডে) মধ্যে তা গ্রহণ করে আপনাকে জানানো হবে।
- আমাদের লক্ষ্য হলো 30 কার্য দিবসের মধ্যে কাজ শুরু করা এবং তদন্তের ফলাফল আপনাদের জানানো।

Bu broşür, aşağıdaki konularda bilgiler içermektedir:

- **Hasta Danışma ve İrtibat Servisi (PALS)**
- **Şikayetler Servisi**

Eğer kendi bakımınız, akrabanızın veya arkadaşınızın bakımı konusunda bir endişeniz varsa, servisteki veya departmandaki çalışan personellerin üst sorumlularından birisiyle görüşebilirsiniz.

Eğer bunun yerine, servisten / klinikten / departmandan bağımsız birisiyle konuşmak istiyorsanız, Vakıf Hasta Danışma ve İrtibat Servisi aracılığıyla yorumunuzu veya endişelerinizi dile getirebilirsiniz.

PALS size nasıl yardımcı olabilir

PALS çalışan personelinin yapabilecekleri şunlardır:

- Sizin, akrabanızın veya bakıcınızın olabilecek endişelerinizi ve problemlerinizi çözenize yardımcı olma
- Gizli, anında danışmanlık, destek ve bilgiler temin etme
- Vakfın neyi doğru yaptığını, neyin yanlış, neyin doğru olduğunu duymak için endişelerinizi, tavsiyelerinizi veya sorularınızı dinleme
- NHS şikayetler prosedürüne uygun olarak, bir yıl içerisinde sorununuzu ilk farkına vardığınızda şikayetinizi Vakıfa bildirmelisiniz. Eğer bir seneden

fazla olmuşsa , Vakıf hâla size yardımcı olabilir ve endişelerinizi dikkate almaya çalışabilir.rın detaylarını size verebiliriz.

PALS'a nasıl temas kurulur

Servis, hastanenin ana girişinde bulunmaktadır. Servisten bir kişiye konuşmak için, çalışan personel Pazartesi – Cuma arası günlerde, saat 9 – 5 arası mevcuttur. Ses kayıtlı mesajlar, bu saatler dışında bırakılabilirler. İrtibat detayları için lütfen arka sayfaya bakınız.

PALS (Hastalar için Tavsiye ve İrtibat Servisi) personeli, sorunuzu gönderdiğiniz tarihten itibaren iki iş günü içerisinde sizinle iletişime geçmeye çalışacaktır.

Şikayetler Servisi size nasıl yardımcı olur

Eğer endişenizi, sizinle ilgilenen ekipten bir kişi veya PALS ile çöremezseniz, resmi bir şikayet yapabilirsiniz.

Şikayet yapmak için desteğe veya yardıma ihtiyacınız varsa, Bağımsız Şikayetler Danışma Servisi (ICAS)'la temas kurabilirsiniz.

Şikayetler Servisi ve ICAS ile ilgili temas kurma detayları arka sayfada bulunulabilir.

NHS şikayetler prosedürüne uygun olarak, bir yıl içerisinde sorununuzu ilk farkına vardığınızda şikayetinizi Vakıfa bildirmelisiniz. Eğer bir seneden fazla olmuşsa , Vakıf hâla size yardımcı olabilir ve endişelerinizi dikkate almaya çalışabilir.

Vakıf'a bildirmeniz gerekir.

Bütün şikayetler, Genel Müdürün, Baş Hemşirenin veya Tıbbi Müdürün dikkatine getirilmektedir.

- Şikayetiniz alındıktan sonra üç iş günü içerisinde kabul edilecektir.
- 30 gün içerisinde size cevap vermeyi ve soruşturmanın sonucunu bildirmeyi hedefliyoruz.

- Eğer söz verilen tarihle ilgili bir zorluk varsa, bunu size bildirmek için sizle temasa geçeceğiz ve soruşturmanın takriben ne kadar zaman süreceği hakkında bilgi vereceğiz.
- Vakfın cevaplamasında eğer şikayetinizin görüşlerinin yeterince ele alınmadığını düşünüyorsanız, şikayetler servisi ile lütfen temas kurunuz. Ekip, değinilmemiş konulara bakacak, böylece bir çözüm bulunabilecektir.
- Eğer araştırmanın en son verilen sonucundan memnun değilseniz, Parlamento ve Sağlık Servisi Ombudsmanı (PHSO), sizin durumunuzu bağımsız olarak gözden geçirmek suretiyle yardımcı olabilir.
- Hastanenin ana girişindeki bilgi merkezinden, yerel sağlık merkezinden veya PHSO yardım hattı 0845 015 4033'e temas kurarak veya e-posta phso.enquiries@ombudsman.org.uk'dan PHSO hakkında bilgi broşürünü alabilirsiniz.

Patient Advice & Liaison Service (PALS)

Homerton University Hospital NHS Foundation Trust
Homerton Row
London E9 6SR

 020 8510 7315

 07584 445 400

@ pals@homerton.nhs.uk

Monday – Friday, 9am – 5pm

Complaints Service

Homerton University Hospital NHS Foundation Trust
Homerton Row
London E9 6SR

 020 8510 5113

@ complaints@homerton.nhs.uk

Monday – Friday, 9.30am – 5.30pm

Independent Complaints Advocacy Service (ICAS)

 0300 330 5454

 0786 002 2939

@ nhscomplaints@voiceability.org

 www.nhscomplaintsadvocacy.org

Healthwatch Hackney

84, Springfield House
5, Tyssen Street

 0207 923 1962

@ info@healthwatchhackney.co.uk

 healthwatchhackney.co.uk

Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP

 0345 015 4033

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Corporate Division
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