

WHO SHOULD I SPEAK TO?

I have a concern but who should I speak to?

If it involves a member of staff either speak to:-
a) them
b) their Manager
c) a senior member of staff on the ward or in the relevant department

If it involves another patient speak to the senior member of staff in charge

If it involves a visitor speak to the senior member of staff in charge

Does this help to resolve your concern?

YES the problem has now been resolved

NO the problem is still there. Now who should I speak to?

You have several options now ... you can either contact one of the following:-

Head of the department concerned**

Lead Divisional Nurse**

Patient Liaison Officer**

Associate Director of Operations**

However, if you would prefer to talk to someone outside of the NSIC you can contact either ...

Patient Advice and Liaison Service - a confidential and anonymous service that will act on your behalf

Tel: 01296 316042

or email
PALS@buckshosp.nhs.uk

Anne Eden
Chief Executive
Trust Offices
Amersham Hospital
Whielden Street
Amersham HP7 OJD

or email
complaints@buckshosp.nhs.uk

** Please ask a member of staff for their contact details