

## Postal address for complaints

**Lincoln County Hospital**  
Greetwell Road, Lincoln, LN2 5QY

**Pilgrim Hospital, Boston**  
Sibsey Road, Boston PE21 9QS

**Grantham & District Hospital**  
101 Manthorpe Road, Grantham NG31 8DG

## Parliamentary and Health Service Ombudsman

If you remain dissatisfied with our 'Local Resolution'

You will be advised of your right to refer your complaint to the **Parliamentary and Health Service Ombudsman (PHSO)** if all our efforts fail to resolve your complaint.

The Ombudsman can be contacted using any of the options below:

Mill Bank Towers, Millbank, London, SW1P 4QP

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Advocacy service

Free and independent advocacy support is available from **POhWER**; a registered charity that can support you with your complaint:

Tel: 0300 456 2370

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Web: [www.pohwer.net](http://www.pohwer.net)

POhWER, P O Box 14043, Birmingham, B6 9BL

## Healthwatch Lincolnshire

Healthwatch Lincolnshire is the local, independent consumer champion for health and social care services and can provide information and signposting.

Unit 12, 1 – 2 North End, Swineshead,  
Lincolnshire, PE20 3LR  
Tel: 01205 820 892

E-mail: [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Web: [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

## Other ways to feedback

There are a variety of ways you can give us general feedback. We would like to hear what we did well and what we could have done better.

- Our website at [www.ulh.nhs.uk](http://www.ulh.nhs.uk)
- Care Opinion at [www.careopinion.org.uk](http://www.careopinion.org.uk)

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please e-mail the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

# Complaints & Concerns

*Help us to get it right*



[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

The Trust is dedicated to listening, responding and improving our services when a complaint is made. This is a key part of our **‘See it my Way’** patient-centred approach which aims to put things right as soon as we can and to a level with which you are satisfied; we also want to make changes to minimise any issues happening again. We acknowledge that sometimes we may not get things right and we are sincerely sorry when this does happen but we want to encourage you to raise your concerns so we can put it right and learn from such situations.

Please be reassured that concerns or complaints raised will not compromise your care or treatment in any way, you have the right to high quality compassionate care irrespective of the nature of the experience you share with us.

## **Informing us of your concerns; the first step**

If you have a concern about the care or treatment you received, or are still receiving, the first step is to bring this to the attention of staff (you can ask to speak to the manager, if necessary) in that ward, clinic or department as soon as possible. If you are unable to get the support you need, then contact PALS.

## **Patient Liaison & Advice Service (PALS)**

PALS is a confidential, on-the-spot advice and support service for patients, relatives and carers. PALS prides itself on being an impartial service as it liaises with patients and their relatives on one hand and NHS staff on the other.

PALS functions include:

- Offer advice and support
- Facilitate quick response to your concerns, typically within 1 – 5 working days
- Visit inpatients on the ward to discuss their concerns
- Pass on your ‘thank you’ messages
- Pass on your suggestions on improving our services
- Refer your concerns to our Complaints Department, as appropriate

We aim to resolve all complaints to the satisfaction of the person making the complaint. This may be the patient or anyone else/advocacy organisation making a complaint on behalf of the patient. If the latter, the patient will be required to give consent.

**Lincoln County Hospital** (near main reception)  
Tel: 01522 707071

**Pilgrim Hospital** (in main reception)  
Tel: 01205 446243

**Grantham & District Hospital** (by ward 6)  
Tel: 01476 464861

**PALS email address (all sites)**  
PALS@ulh.nhs.uk

**PALS opening times (all sites)**  
Monday to Friday: 8am - 4pm

**Text:** 07815 707746

**Twitter:** @ULHT\_PALS

**Web:** [www.ulh.nhs.uk/palsandcomplaints](http://www.ulh.nhs.uk/palsandcomplaints)

## **Complaints Department**

Complaints should ideally be in writing and can be sent by email or post, however, we are able to support anyone wishing or needing to raise their issues in any way. Please do not hesitate to contact us as detailed below.

On receipt of your complaint, we will send you an acknowledgement within three working days. We aim to investigate and respond to you within 25 - 50 working days though this may be longer (or indeed not as long), depending on the complexity of your concerns. We pledge to keep you updated if there are any anticipated delays and our contact details are below should you wish to contact us:

Complaints Team:

Telephone: Monday-Thursday 8:30am - 4pm  
Friday 8am - 4pm

Complaints team contact details:

- **Lincoln County Hospital**  
Tel: 01522 573883
- **Pilgrim Hospital**  
Tel: 01205 445689
- **Grantham & District Hospital**  
Tel: 01476 464133

**Email address (all sites)**  
ComplaintsULH@ulh.nhs.uk

**Web:** [www.ulh.nhs.uk/palsandcomplaints](http://www.ulh.nhs.uk/palsandcomplaints)