

What's an investigation?

The investigation into your complaint means that all the staff involved in your care and the ones that you may have mentioned in your complaint have a chance to speak to the senior people. No one gets blamed for things when things don't go so well and the investigation means that everyone has a chance to speak about the care we gave you and how things could be done differently.

Will things change after I have complained?

We will let you know in the letter we write back to you with, or we will talk to you about any changes that we are going to make from hearing about your time with us. 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.

What if I don't agree with your letter?

It's ok to disagree with our letter. You may remember things differently and if you have anything else that you need to tell us please let us know.

You or your parents/Guardian can also write to the Group Director of Clinical Governance and Improvement stating your outstanding concerns. For private patients, this should be within six months of the response letter from the hospital's Executive Director. NHS patients this should be within 12 months.

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How did we do today?

How to make a comment, compliment, or complaint as a young person

This leaflet is designed to be read by Children and Young People, supported by their parents.

Parents/carers should receive a copy of the adult complaint leaflet.

Patient feedback

Introduction

When you come to a Circle Hospital, we want you to be happy with what happens, 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 have liked and want to get better at doing things. When this happens to adults like mums and dads, they sometimes want to make a complaint and tell us that they were unhappy with the care they had.

It helps us get things better when children, young people and their families tell us about things we did well and things we could do better. You might spot things that we might miss and it's ok to tell us that we didn't do something very well.

It is important for you to know that even if you tell us things that you weren't happy with and upset you, we won't get cross and we won't treat you any differently. Speak to your parents and carers about how things were for you and what they think as well.

Telling us how we did

We love to hear how we are doing, whether that's good or not so good. So, if you want to tell someone about your hospital visit either while in hospital or after you get home, then this leaflet will tell you how to do this.

Additional needs

If you have additional needs, we can help you to raise a concern or make a complaint.

For example, you might need an interpreter or support to write things down and we can help - just ask us. There might be medical words that are also confusing and difficult to understand so it's ok to ask for us to explain these. If you don't feel you can ask, tell your mum, dad or carer to ask us.

Here's how to make a complaint – you can do any of these things, or both, it's up to you.

Option 1: Talk to us. The first step is to talk to the Nurse who looked after you. It's important that you or your parents / carers also speak to the Nurse in Charge or Head of Department to see if something can be sorted out quickly to make things better - we can often make changes quickly and fix things the sooner we know about things, so just tell us.

Option 2: Write to us. You might want to think about things when you get home and write a letter to us. You can ask your mum, dad or carer to help as well. They might want to write this with you.

Top tips for writing your letter:

- Make sure you tell us your full name and date of birth (when your birthday is and the year)
- Tell us the date when you came into hospital
- Write down your hospital number (this will be on your letter we gave your parents or carers)

- Describe what it was that you were unhappy with. It could be that we did something or didn't do something that made you sad, confused or upset, so telling us about it in your letter is important. Think about the staff who spoke to you and what happened.

Common questions young people might ask:

What happens when I make a complaint?

When you tell us about how you felt, the information is given to the senior people in the hospital. The senior people in the hospital are a bit like your headteacher at school so they like to know when things go really well and when things didn't go so well.

Will I get into trouble?

No. Telling someone you are unhappy or telling someone that we could have done something better won't get you or anyone else in trouble.

Will my care change if I complain?

No. The way you or your family and carers are treated, spoken to or looked after won't change if you make a complaint.

What do you do with the information that I've told you about?

When you make a complaint, the senior people in the hospital get to know how you felt when you came to hospital. They often meet with other staff and discuss why things didn't go to plan and what could be done better.

Will I get a letter back if I write?

Yes, you will get a letter back. We will reply within three working days to explain what we have done from the information you have told us. If we have to do a full investigation into your complaint, that can take a little longer, but we will always try and respond within 20 days.