



West Middlesex University Hospital



Chelsea and Westminster Hospital
NHS Foundation Trust

Feedback on your local NHS Services:
its for you, your family and carers, and people you care about



Do you get health services from Chelsea and Westminster Hospital NHS Foundation Trust at Chelsea and Westminster Hospital or West Middlesex University Hospital?



Are you happy or **unhappy** about the care that you get from health staff?



Are you worried about someone you know and the health care they are getting?



Health services are meant to make you feel better.

Sometimes it might not feel like that.



You can tell us how you feel.

How you feel is Important to us at the NHS.



We won't take sides.

We want to be fair to everyone.



What you tell us will be kept private.

We will only tell the people who need to know.



We can make a plan with you to make things better for you in the long run.

Stories:

Here are some real stories about people who let us know their health care had made them unhappy...



Aaron has a learning disability, he isn't able to say what is on his mind and needs help with eating and drinking.

Once he had to stay in hospital overnight and a nurse gave him a pack of sandwiches for his supper.

Aaron wanted the sandwich but couldn't open the packet by himself. In the morning, Aaron's family came up to see him and saw Aaron had not been able to eat, and was really hungry.

Aaron's family spoke to the Matron. The Matron spoke to the nurse, and explained where she went wrong, and the nurse apologised to Aaron and his family.



Sally has Down Syndrome and sometimes her speech is not very clear.

Sally arrived early for an out-patient appointment at the hospital, and tried to explain this to the receptionist. The receptionist couldn't understand what

Sally was saying, and was rude to her. Sally felt really embarrassed and angry and told the doctor how she felt.

The doctor spoke to the manager about Sally's feedback.

The receptionist and manager apologised to Sally, for upsetting her and explained they would now also use a computer system for patients who wanted to check themselves in when they arrive for an appointment.



You can take someone you trust with you to talk to the NHS if you want to.



You can ask for an advocate to support you.

An advocate is a person whose job is to support people to say what they think.



I want to feedback, what do I do?



For Chelsea and Westminster Hospital
PALS service call: 020 3315 6727

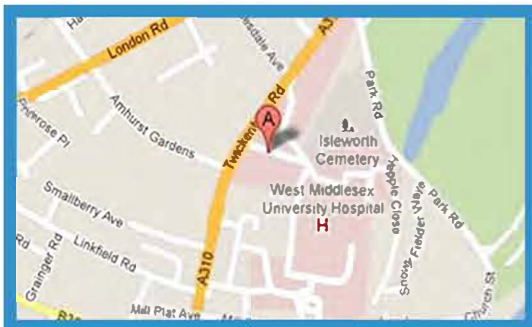
For West Middlesex University Hospital
PALS call: 020 8321 6261

A voicemail service is available out of hours



If you don't speak English please call with your name, phone number and language, and a translator will call you back.

If there is no one there to pick up the phone, please leave a message.



You can visit our office or write to us. PALS office is based in the main entrance of the hospital entrances.

Here are our addresses:

PALS
West Middlesex University Hospital
Twickenham Road
Isleworth, Middlesex
TW7 6AF
020 8321 6261



PALS
Chelsea and Westminster Hospital
369 Fulham Road
Kensington and Chelsea
London
SW10 9NH
020 3315 6727

Patient Advice & Liason Service is open:

Monday	9 - 5 pm
Tuesday	9 - 5 pm
Wednesday	9 - 5 pm
Thursday	9 - 5 pm
Friday	9 - 5 pm
Saturday & Sunday	Closed

Alternatively, you can send an email to:
wmpals@chelwest.nhs.uk
cwpals@chelwest.nhs.uk

Tell us what you think:

And we will make Health Services better for everybody.



Use this form to tell us your...

Name:

Address:



Email (if you have one):

Telephone:

Date:

Your Comments: