

Independent Health Complaints Advocacy (IHCAS)

POhWER provides IHCAS nationally, supporting people who wish to make a complaint about their NHS care or treatment.

IHCAS is a free, independent and confidential service.

POhWER can be contacted using any of the details shown below:

 Tel: 0300 456 2370 / Minicom 0300 456 2364
 Email: pohwer@pohwer.net
 POhWER

 PO Box 14043

 Birmingham B6 9BL

 Website: www.pohwer.net

This leaflet is also available in other languages, including BSL, upon request.

Compliments, Concerns & Complaints

your 
 views 
 matter to us



At the Royal Free London our promise is to deliver world class care to every patient, every day. We are committed to making you feel:

Welcome all of the time

Respected and cared for



Confident because we are communicating clearly

Reassured that you are always in safe hands

Please tell us about your experience. Your feedback will help us know what we are doing well and where we need to improve. We will feedback your comments to relevant staff and ensure they are acted upon, as appropriate .

Compliments

When we get it right please let us know. Your positive comments are greatly appreciated by our staff and help to ensure that good practice is shared.

 Tel: 020 7794 0500 ext 35965
 Email: rf.patientexperience@nhs.net

Help, advice and concerns



If you need advice or have concerns about your care or treatment please discuss this with a member of staff or contact our patient advice and liaison service (PALS).




Our PALS team can offer you help and support, answer your questions and resolve your concerns quickly.

What can PALS do?

- If you have a problem with a ward or clinic or member of staff, PALS can talk to them on your behalf to help find a resolution.
- PALS can help with general enquiries about the hospital and its services
- If you have any ideas about how we can make things better, PALS can act on this and let you know the outcome.
- If you have any ideas about how we can make things better, PALS can act on this and let you know the outcome.
- PALS can help you if you want to make a formal complaint.

How do I get in touch with PALS?

 Office Hours:
10am - 4pm | Mon to Fri 

 Tel: 020 7472 6446 / 6447
0207 830 2577 0207 472 6445
(answerphone)
 Sms/text: 07624 083 635
 E-mail: rf.pals@nhs.net
Write to us at:
PALS
Royal Free Hospital
Pond Street
London
NW3 2QG

Complaints

When things have gone wrong or if you are not happy with your care or treatment, please let us know and we will investigate your complaint.

This process will be facilitated by the patient experience team. You can contact the patient experience team by:

What happens when I lodge a complaint?

- We will write to acknowledge receipt of your complaint.
- We will then carry out an investigation into the issues raised. This may involve us discussing the complaint with you in further detail, either on the telephone or in person.
- We will provide you with a response, usually in writing, outlining the outcome of our investigation and what action we will be taking

If your complaint relates to a friend or relative then we will seek their consent as part of patient confidentiality. Complaints should be made within 12 months of the incident concerned or within 12 months of becoming aware that there is cause for complaint.

For more detailed information on our complaints process, please refer to the information sheet 'did we measure up'. This is available online and on request from our patient experience team.

 Tel: 020 7794 0500 ext 33227/38263
 E-mail: rf.complaints@nhs.net
 Write to us at:
Patient Affairs Department
Executive Offices
2nd Floor , Pond Street
London NW3 2QG