

# Customer Care



information



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If you need this information in another language or medium (audio, large print, etc) please contact the Customer Care Department on 0800 374 208 email: [customercare@salisbury.nhs.uk](mailto:customercare@salisbury.nhs.uk)

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital

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

Salisbury NHS Foundation Trust



## How do I contact the Ombudsman?



You can contact the Ombudsman by writing to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033



E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## Independent Complaints Advocacy Service (ICAS)



If you want to make a complaint without using Customer Care ICAS can help you. Ask Customer Care for a copy of the ICAS leaflet.

## What can Customer Care help with?



- Questions about appointments.
- Understanding what the plan for your care is.
- Giving you information about the hospital.
- Helping you write letters.
- We can help you tell nurses and doctors what you think of your care.

If we can't help you we will tell you who can help you.

## How do we do this?



You don't have to make an appointment to see us. We listen to what you have to say. We will deal with your concerns immediately, or, if we can't we will contact you later.

We can contact you by:

- Telephone
- Letter
- Email
- Speaking to you face-to-face



If you want, a carer or friend can be with you.

We will suggest ways that we can help you.

We can explain the medical words to you.

If we meet face-to-face, notes can be taken so that you have a record of what was said.



What you say is private. We will only tell other people if you say we can, or if we think it will keep you safe.

If you have to stay in hospital and have a concern, Customer Care can visit you and help explain what is happening.

We can also help if you are visiting the hospital.

## Where is the Customer Care Department?

It is on level 2 in the Nunton Unit at Salisbury District Hospital.

## When is Customer Care open?



Monday to Friday from half-past eight in the morning until half-past four in the afternoon.

There is always someone there at these times.  
There is no lunch break.



When the office is closed you can leave a message on the Customer Care answer phone and someone will call you back.

The telephone number is 0800 374208.

## Who works in Customer Care?



There are four members of staff.

Senior managers who work in the hospital take turns in helping in Customer Care.

## What if a member of my family is in hospital and I want some information?



Your family member must say that it is OK for you to know what is happening.

Customer Care can help you find the right person to answer your questions.

## If Customer Care can't sort out my concern immediately, when will they contact me?



If it is a simple problem we may be able to sort it out within 14 days. Sometimes it may take longer. Customer Care must contact you within 35 days.

If we can't sort your problem out in this time we will let you know what is happening.

## What if I am still not happy after Customer Care has helped me?



If you are still not happy after Customer Care has helped you the Parliamentary Ombudsman may be able to help.

He or she will look at what has been done to try and help you. If the Ombudsman thinks the hospital should do more, the hospital could be asked to make changes.

It is important that the hospital learns from what has happened so that it does not happen again.