

Tell us what you think



How to make a complaint or give a compliment

How to say what was good



How to say what was bad



How to say what was good

If you are happy with what has happened to you, please tell us.



How to say what was bad

If you are unhappy with what has happened to you, please tell us and we will try to sort it out for you.



Patient Advice and Liaison Service

We are open Monday to Friday,
9 o'clock until 4 o'clock.



You can phone us on **01473 704781**.



You can email us at

pals.service@ipswichhospital.nhs.uk



You can write a letter to:

Patient Advice and Liaison Service (S617)
Ipswich Hospital
Heath Road
Ipswich
IP4 5PD



If you need help to make a complaint, you can contact NHS Complaints Advocacy.



What happens next?

Someone will look into what you have written or said.



We will write to tell you that we have received your letter or telephone call.



Once we have investigated your complaint we will tell you what we have found out and what we will do to make things better.



If you are still unhappy, please tell us so that we can try to sort it out again.



We want to make sure you are happy and that we get things right.



If you need support to access Ipswich Hospital you can contact the Learning Disabilities liaison nurse on **01473 702517**.



Ipswich Hospital uses Patient Passports to help staff to understand your needs. If you would like more information, please contact the Learning Disabilities liaison nurse:

Roger Blake

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Mobile: 07539 323041

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