

Your say



Tell us about your experience

Your feedback is welcomed and valued. We use it to continue to improve our services. It would help us if you would answer the following three questions.

1 Name one good thing about your experience/or the service you received?

2 Name one thing that we could improve on?

3 Name one thing that should always happen every time you or others use this service?

Thank You For Taking The Time To Read This Leaflet

We deal with all complaints in a calm and polite manner.

Remember, if you need to complain:

- ✓ You need to tell us clearly what went wrong
- ✓ Where it went wrong?
- ✓ Who was involved?
- ✓ Tell us what you believe is needed to solve the situation

Note: If you need help in making your complaint we will support you through the process.

If you would like to provide the Hospital with positive or negative feedback, then please fill in and tear off the attached sheet. You can place it in the feedback boxes on wards or in the main atrium, or put it in an envelope and post it to the Hospital.

Keep In Touch

You can follow Tallaght University Hospital and its news on the following platforms. Just search for Tallaght University Hospital.



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Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin

Patient Advocacy



We are here to:

- ✓ Listen and act on people’s views
- ✓ Encourage people to get involved
- ✓ Help people to make a complaint
- ✓ Provide advice and information

Positive Feedback 

At Tallaght University Hospital we aim to provide the best possible service to our patients, their families and visitors. We appreciate all feedback. We use it to identify areas where we can improve or continue to deliver the high level of care you experience.

This helps us to continue to provide a quality service.


Communication can be by letter, e-mail or telephone to:

- The Ward / Unit / Department Manager
- The Patient Advocacy Department
- The CEO of the Hospital

Your positive and negative feedback is welcomed and valued. They help us to continually improve our services.

WHERE DO I GO

The contact details of the Patient Advocacy Department are:

 **Tel:** (01) 414 4709

Email: patient.advocacy@tuh.ie

Letter: Patient Advocacy Department, Tallaght University Hospital, Tallaght, D24 


You can find the patient feedback form on the Hospital website or fill in the response card on this leaflet.

EXTERNAL PROCESS 

If you are not happy with the Hospitals response you can ask for a review through:

The Office of the Ombudsman
18 Lower Lesson Street
Dublin 18



 **Lo Call:** 1890 223 030

Web: www.ombudsman.ie

We will happily provide you with the information which will help you with making contact with the above office.

Negative Feedback 

Each Ward / Unit / Department in the Hospital has a Manager who will listen and aim to resolve your concerns or complaint immediately. If you do not want to talk to the Manager you can contact the Patient Advocacy Department.

The Patient Advocacy Department is here to help resolve your issue or complaint as quickly as possible.

Patient Advocacy aims to acknowledge all feedback within five working days and will deal with complaints in a positive way.



The process should complete within 30 working days.



Mr/Mrs/ Ms etc.....

First name.....

Surname

Ward / Dept.....

Hospital Number

Address.....

.....

.....

Tel Number.....

Date.....

Email

Were you happy with the service / care you received YES / NO

Please give details

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Please respond to these comments

Please note my comments but do not respond

Please use my comments with / without* any name

**Delete as required*