

Your say



Your feedback matters

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.

You can follow the hospital on Facebook



www.amnch.ie

Illustration & design by Communications & Medical Photography



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin

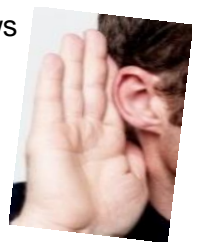
Patient Advocacy



This leaflet gives you information on how to make a comment, compliment and/or complaint

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 strive to provide the best possible service to our patients, their families and visitors. We appreciate all feedback as 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

We have a “Thank You” board where we display samples of our positive feedback. This can be viewed in the main atrium behind the main reception desk. Your feedback, if we have your permission could be posted here as it is updated regularly.

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:

- Telephone: (01) 414 4709
- Email: patient.advocacy@amnch.ie
- By Letter to: 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 223030

Web: www.ombudsman.ie

We will happily provide you with the information which will assist 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 complaints within five working days and will deal with all complaints in a positive way.



The process should complete within 30 working days.

Mr/Mrs/ Ms etc.....

Surname.....

First name

Ward / Dept.....

Hospital Number

Address.....

Phone Number.....

Date.....

Email

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

Please give details

Please respond to these comments

Please note my comments but do not respond
Please use my comments with / without* any name

*Delete as required