

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

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

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.....

Name one thing that we could improve on?

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

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.....

Thank you for taking the time to read this leaflet

We deal with all feedback 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 CHI at Tallaght with feedback, then please fill in and tear off the attached sheet.

You can place it in the feedback boxes on the Wards or in the main atrium, or put it in an envelope and post it to the Hospital.

PALS

Patient Advisory & Liaison Service

This leaflet gives you the information on how to provide us with feedback. We welcome all feedback positive or negative.



Children's Health Ireland
at Tallaght

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



CHI at Tallaght aims 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
- Patient Advice & Liaison Service
- The CHI at Tallaght Site Manager


Your positive and negative feedback is welcomed and valued. It helps us to continually improve our services

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

The contact details of the Patient Advice & Liaison Service are:

Tel: (01) 414 4709 

Email: patient.advocacy@tuh.ie

Letter: Patient Advice & Liaison Service, CHI at Tallaght, Tallaght University Hospital, Tallaght, Dublin 24 

External Process

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

The Office of the Ombudsman for Children.

Tel: (01) 865 6800

Letter: 52 Strand Street Great, North City, Dublin.

Website: www.oco.ie/

Negative Feedback

Each Ward / Unit / Department in CHI at Tallaght has a Manager who will listen and aim to resolve any concerns you have immediately. If you do not want to talk to the Manager you can contact the Patient Advice & Liaison Service (PALS). They will help you to resolve any issues you have as quickly as possible.

PALS aims to acknowledge all feedback within five working days and will deal with complaints in a positive way. The process should be complete within 30 working days.



Mr/Mrs/ Ms etc.....

First name.....

Surname

Ward / Dept.....

Hospital Number

Address.....

.....

.....

Phone 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*

