

Talk To Us

Feedback and Engagement Team



(01803) 655838



tsdft.feedback@nhs.net



The Chief Executive
Torbay & South Devon NHS Foundation Trust
Torbay Hospital
Lowes Bridge
Torquay
TQ2 7AA



www.torbayandsouthdevon.nhs.uk



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Torbay and South Devon 
NHS Foundation Trust



**PATIENT
INFORMATION**

Talk to us

**We want to know what you
think**

**Information on how to provide positive
feedback, make a comment or raise an issue
about our services**

How can I provide feedback both positive and negative?

We would like to hear from you about your experience of our service. The easiest and quickest way is to tell a member of staff involved in your care. They may be able to put things right straightaway for you.

Also, you can speak to our Feedback and Engagement Team on **(01803) 655838**. Alternatively email tsdft.feedback@nhs.net

If you wish to put your complaint in writing, you should write to:

**The Chief Executive
Torbay and South Devon NHS Foundation Trust
Torbay Hospital
Lowes Bridge
Torquay TQ2 7AA**

What details must I provide?

Please give your and the patient's full name and address and as much information as possible about your concerns and the issues you would like the Trust to address, including places and times.

Can I get help with making my complaint?

If you want independent support to raise concerns or complaints you can contact the Independent Health Complaints Advocacy Service (IHCAS) provided locally by **SEAP (Support Empower Advocate Promote) on 0300 343 5707 or email torbay@seap.org.uk**

What will happen when I raise an issue?

We will acknowledge your complaint within three working days and aim to provide a full response within six weeks from the date we received your complaint.

If you would like to receive this information in a different format, such as large print or braille, or in another language, please contact the Feedback and Engagement Team on 01803 655838

Is there anything I cannot raise an issue about?

We cannot handle your complaint if Torbay and South Devon NHS Foundation Trust has not provided or funded the service. If you are taking legal action on your complaint we will need to discuss this with you and our legal advisors.

Who can raise an issue?

You can raise a concern or make a complaint on the behalf of another person, providing you have their consent to do so.

We have a duty to ensure consent is received from the person affected if a complaint is made on their behalf by someone else.

Will anything change?

We will always endeavour to ensure that actions resulting from complaints, feedback or comments do make a real change to our services and procedures in the future, by sharing what we have learned and any action plans with staff resulting from complaints or comments, we will always endeavour to improve services and procedures in our organisation.