

## How to make a complaint?

If you are dissatisfied with the health care service provided by us, you should in the first, consider speaking with staff or senior management on the units. However, if you are uncomfortable with this or the relevant staff was unable to address your concerns, you can lodge your complaint with CRMU via following options:

- **Telephone:** 436 6450 Ext 5234 / 5247/5248  
(Mon-Fri, 9.00 A.M.- 4.30 P.M.)
- **Email:** [crmu@keh.gov.bb](mailto:crmu@keh.gov.bb)
- **Write a letter and address it to:**  
**The Clinical Risk Management Unit**  
The Queen Elizabeth Hospital  
Martindale's Road St. Michael
- Visit CRMU on the ground floor of the QEH
- Visit [www.kehconnect.com/contact-us](http://www.kehconnect.com/contact-us)

## What happens next?

We are committed to addressing and learning from the complaints and concerns raised by our patients and the users of our services. Therefore, on receipt of your complaint, an acknowledgement letter will be sent to you within 2 working days. Then your complaint will be reviewed to determine if any additional information is needed. Thereafter, your complaint will be investigated, with a final reply expected within 40 working days. However, sometimes this process maybe shorter or longer than the stipulated time. Albeit, you will receive a letter detailing the outcome of the investigation and the action we are taking to improve or prevent the problem from reoccurring.

## What if you are unhappy with the outcome?

The QEH will do its best to resolve your complaint.

However, if you are unhappy with our response please let us know and we will take further action as necessary. However, if you still remain unsatisfied after the proposed resolution, you can make a formal complaint by writing a letter and detailing your grievance to:

**The Chief Executive Officer (CEO)**  
**The Queen Elizabeth Hospital**  
**Martindale's Road**  
**St. Michael**

## Independent Support

If you need help in making a complaint, your priest, friend or Attorney at Law can assist you with this venture.



### The Clinical Risk Management Unit

C/o The Queen Elizabeth Hospital  
Martindale's Road, St. Michael, BB11155  
Tel: (246) 436-6450 Ext. 5248 / 5247/5234  
Fax: (246) 436-1834  
Email: [crmu@keh.gov.bb](mailto:crmu@keh.gov.bb)  
"Getting Better Together"



## The Queen Elizabeth Hospital

*"Getting Better Together"*



## A Guide to:

### Giving a Compliment

### Passing on a Comment

### Raising a Concern

### Making a Complaint

## Introduction



### “Getting Better Together”

The Queen Elizabeth Hospital prides itself with providing you with a great patient experience. This commitment is reflected in our vision statement:

#### Vision Statement

*To provide compassionate, professional, and effective patient-centered care through the optimal use of our human and capital resources.*

Feedback plays a tremendous role in ensuring that we continue to get better together. Your feedback enables us to continue to develop and improve the services and care that we provide. This leaflet explains a few of the ways you can provide feedback through:

1. Giving a **Compliment**
2. Passing on a **Comment**
3. Raising a **Concern**
4. Making a **Complaint**

Please note that all comments, concerns and complaints received will be treated sensitively and with the strictest confidence. You can be assured that raising a concern or making a complaint, will **NOT** affect the quality of care or your treatment.

# A message from Clinical Risk Management Unit

Clinical risk management involves proactively identifying, assessing, and mitigating risks that could harm patients, staff, and other healthcare stakeholders. This can include medical errors, infections, falls, adverse drug reactions to computer system failures, and poor communication between providers. The Risk Management Programme commenced at the Queen Elizabeth Hospital on July 15, 2005 through the formation of the Risk Management Committee and the Clinical Risk Management Unit was launched in July 2006, one year after the committee's formation.

Risk management is a critical integration with complaint handling because it impacts the overall approach to ensuring the safety of patients' staff and key stakeholders. The Clinical Risk Management Unit engages in complaint handling, adverse and serious incident investigations etc.



### Giving a Compliment

**Did you have a great experience with us?** We would love to hear about it. We'll use the details you share to recognize the employee/s, units, and departments you believe deserves this praise. You can give your compliments by contacting the Clinical Risk Management Unit or speaking with a member of the department directly or you can visit our website [www.qehconnect.com/contact-us](http://www.qehconnect.com/contact-us).

### Sharing a Comment or Raising a Concern



We want to resolve any issues that you may be experiencing by talking to the correct person(s) at the earliest possible time. Therefore, if you are concerned with the care that you or a loved one is receiving or has received, then please let us know. If there is something that can be done immediately, we will do so right away.

**We love to hear from you!** Feedback is also of importance to us here at the QEHS. If you have a comment or suggestion on how we can improve our services, please feel free to reach out to us at one of our many contact options to share this information with us.

