

What is the Patient Advocacy Service?

The Patient Advocacy Service provides a free, independent and confidential service to help users of public acute hospitals and HSE-operated nursing homes making or intending to make a formal complaint through the HSE 'Your Service, Your Say' complaints process in relation to the care they have received.

The Patient Advocacy Service also provides support to users of public acute hospitals and HSE-operated nursing homes following a Patient Safety Incident.

The Patient Advocacy Service receives no funding from the HSE and is therefore fully independent of the HSE.

How we Help

- ▶ We can support you to get information on HSE processes, including the 'Your Service, Your Say' complaints process and its Incident Management Framework.
- ▶ We can explain what to include in your correspondence with the hospital/nursing home and how to write a formal complaint.
- ▶ We can support you to explore your options following a response from the hospital/nursing home to your formal complaint/correspondence.

How to Contact Us



by post to:
Patient Advocacy Service
Level 3 Rear Unit, Marshalsea
Court, Merchant's Quay,
Dublin 8, D08 AEY8



Or email:
info@patientadvocacyservice.ie



You can also make
your query online at
patientadvocacyservice.ie



or by calling the national
line **0818 293003**

The Patient Advocacy Service provides free, independent and confidential information, support and empowerment advocacy to users of public acute hospitals and HSE-operated nursing homes making a formal complaint about the care they have received.

The Patient Advocacy Service is provided by the National Advocacy Service for People with Disabilities and is funded by the Department of Health.



**Patient
Advocacy
Service**

INFORMATION | SUPPORT | EMPOWERMENT

Free, Independent and Confidential Patient Advocacy



patientadvocacyservice.ie



0818 293003

Guide to Making a Complaint



Make an Informal Complaint (Stage 1)

Raise the issue with the hospital or nursing home by phone or in person. The issue might be resolved without needing to make a formal, written complaint. Receive response within 2 working days.



Making a Formal Complaint (Stage 2)

If you are unhappy with the response you receive after raising the issue, you can make a formal complaint.

You can do this by writing a letter, an email, or filling out the online complaints form <https://www2.hse.ie/services/forms/your-serviceyour-say/>

State that you are making a complaint.

Grant the HSE permission to access your personal confidential information during the processing of your complaint.

Time frame: acknowledgment 5 working days, response 30 working days.

What to Include in your Written Complaint:

- ▶ your name
- ▶ phone number
- ▶ email address
- ▶ hospital number or nursing home number
- ▶ name of the hospital or nursing home
- ▶ name of the section in the hospital or nursing home
- ▶ who was involved
- ▶ dates and times of the experience
- ▶ an accurate description of what happened
- ▶ what you want to happen now
- ▶ and you can attach any relevant documentation

Where to Send your Complaint:

- ▶ Post/Email: Send your letter or email to the complaints officer within the hospital or HSE operated nursing home.
- ▶ Email/Phone HSE directly: yoursay@hse.ie or 1850 24 1850
- ▶ Online: You can just submit your complaint online at this page; <https://www2.hse.ie/services/forms/your-service-your-say/>
- ▶ A list of hospital complaints officers is available here: <https://www.hse.ie/eng/about/qavd/complaints/officers/hospital>



Internal HSE Review of Complaint (Stage 3)

If you are unhappy with the response you receive, you can ask the HSE to review the complaint (Stage 3 of Your Service, Your Say). For a review, reply to the HSE within 30 working days of receiving your complaint response.



External Review of Complaint (Stage 4)

If you want an external organisation to look at how your complaint has been handled, you can contact the Ombudsman, or other organisations like the Medical Council, or Nursing and Midwifery Board of Ireland to consider your complaint. You can do this at any stage.