



Compliments and complaints procedure

Therapeutic Apheresis Services

NHS Blood and Transplant saves and improves lives by providing a **safe, reliable and efficient** supply of blood and associated services to the NHS in England. We are the organ donor organisation for the UK and are responsible for matching and allocating donated organs. We rely on thousands of members of the public who voluntarily donate their blood, organs, tissues and stem cells.

For more information
Visit nhsbt.nhs.uk
Email enquiries@nhsbt.nhs.uk
Call 0300 123 23 23

Fold here



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Your opinions matter

Help us to improve our service to you

We are committed to providing an excellent service to our patients and donors. We are always looking for ways in which we can improve our service to you.

To do this we need your views on how we could do things better and what matters most to you.

This leaflet provides you with the opportunity to tell us what we are doing well, where we need to improve or simply to provide us with some feedback.

3 ways to tell us what you think

- 1

Scan the QR code to complete our online feedback form.
- 2

Email us at TherapeuticApheresisServices@nhsbt.nhs.uk
- 3

Complete the attached form, then seal it and either pass it to a member of staff, or place it in the post free of charge.



What happens to the information you provide?

Compliments and feedback

We will be delighted to receive your positive feedback and we will pass on any compliments, queries, comments or suggestions to the relevant person. If you have indicated that you would like a response, we will telephone or write to you.

Complaints

If we don't get it right, please speak to a member of staff whilst you are with us. They will do their best to help you. We welcome the opportunity to resolve any problems at the time.

However, if you prefer to write to us you can complete this leaflet or write separately to the address given overleaf. We will acknowledge your communication within three days of receipt and plan to contact you by telephone within a week to discuss your concerns. We hope to resolve your concerns to your satisfaction at this stage.

If you are not satisfied with our initial response or your complaint is of a more serious nature, then we will discuss with you the improvement needed, what needs to be investigated and how long it is likely to take. We will then follow up with written confirmation of our investigation and the outcome.

If you would like information or support with making a complaint, please contact our NHS Blood and Transplant Customer Services Department on: 0300 123 23 23, who will be pleased to help you.

If you feel your complaint has not been fairly addressed then you may take up your concerns with the Health Service Ombudsman

Tel: 0345 015 4033
Website: www.ombudsman.org.uk

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Would you like to provide: Feedback ☐ Compliment ☐ Complaint ☐

Which TAS unit/region did you visit?

Are you a Patient ☐ Donor ☐ Visitor ☐ Other ☐ ?

Which procedure did you attend the unit for?

Following your visit/procedure, how likely is it that you would recommend us to your family or friends?

Extremely likely ☐ Likely ☐ Unlikely ☐ Extremely unlikely ☐ Don't know ☐

How satisfied are you with your overall experience of Therapeutic Apheresis Services today?

Totally dissatisfied ► ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ◀ Extremely satisfied

Please use the space below to provide us with your feedback:

Do you require a response to your feedback, compliment or complaint?

Yes ☐ No ☐

Your details

First name Last name

Telephone number