

Chair of the Board
Trust Headquarters
Marlborough Street
Bristol BS1 3NU

email: trust.secretariat@uhbristol.nhs.uk



17 July 2019

Dear 

Thank you for your query regarding University Hospitals Bristol NHS Foundation Trust's Complaints Resolution Process, which has been referred to me by the Trust's Patient Support and Complaints Team, and is as follows:

'Why does the Trust NOT provide face to face meetings outside of working hours – which I have been informed as part of my ongoing complaint is between 9am and 5pm Mondays to Fridays; as part of its Complaints Resolution Process? This practise clearly DISCRIMINATES against working people.'

The Trust actively encourages face to face meetings in situations where a patient or family member raises a complaint, as in our experience this is the best way to achieve a satisfactory resolution for the complainant. The majority of our staff work standard weekday hours, so our usual practice is to arrange complaints resolution meetings during these hours (i.e. 09.00 – 17.00, Monday to Friday). This affords the best opportunity to gather together those staff members who need to be part of the conversation.

If a situation arises where a complainant cannot meet during standard working hours, we will do our best to make appropriate alternative arrangements – although we cannot guarantee that it will be possible to gather together all the relevant parties to the complaint for a face to face meeting. In the case of your original complaint, our Chief Executive Robert Woolley wrote to you on 24 June 2019 in response to the matters of concern you raised. In that letter, he asked that you share any outstanding questions to which you required answers with Deputy Patient Support and Complaints Manager Louise Townsend, to help her identify the most appropriate staff to involve in a face to face meeting. The Patient Support and Complaints Team will then endeavour to arrange a face to face meeting to address your outstanding questions, whilst recognising that there are limitations to what the Trust can reasonably offer, given staff's contracted hours. If it is not possible to arrange an in-person meeting, the Patient Support and Complaints Team will see what other appropriate options for support can be provided to you.

Additionally, I understand that you have requested that your question and the Board's response be published, so that members of the public are aware that you have raised this question. The Trust publishes all the papers for public meetings of the Board Directors via the Trust Website (<http://www.uhbristol.nhs.uk/about-us/how-we-are-managed/trust-board/trust-board-meetings/>). The next public meeting of the Board will be held on Tuesday 30 July 2019, and papers will be published a few days beforehand. I can confirm that we will publish a copy of this letter of reply alongside these Board papers, so it is available to members of the public.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jeff Farrar', written in a cursive style.

Jeff Farrar

Chair of the Board