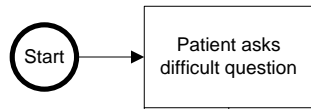


11 Escalation process for a patient's question

Objective: To ensure that where a patient's question cannot be answered or the patient is unhappy with the answer, they are put in contact with the appropriate team that can help. Where the patient is or rude the member of staff dealing with the call is not required to tolerate their behaviour and is entitled to pass the call on to a member of staff designated to deal with such issues.

Patient



Health Care Professional

