

Revision Number	5.0	Document Number	C-472
Author/Reviewer	K Sira	Authoriser	G Foster
Active Date	01/08/2024	Page Number	Page 1 of 3
Effective Date	01/08/2024	Document Type	BTL User Manual
BTL User Manual – Feedback: Compliments, Comments and Complaints			

COMPLIMENTS, COMMENTS AND COMPLAINTS:

Belfast Trust Laboratories (BTL) aims to provide high quality services and welcomes feedback on ways to improve our service.

If you have a complaint about any of our services, please tell us about it. If our performance falls short of your expectations or if you are unhappy, we need to know so that we can learn and improve the quality of services we provide. We will take your complaint seriously and treat it in confidence.

Similarly, if you have a suggestion, compliment or any other feedback about what we do, then please share this with us.

CONTACT DETAILS:

You can contact us in the best way that suits you. This can be by email, in a letter or by telephone.

Emails can be sent to LabFeedback@belfasttrust.hscni.net or you can contact the appropriate person listed below:

Name of Laboratory	Contact Person	Contact Details	
Cellular Pathology	Leona Grant	Quality Officer - Cellular Pathology	028 9615 0224
		Email: leona.grant@belfasttrust.hscni.net	
		Email: estelle.vaughan@belfasttrust.hscni.net	
Clinical Biochemistry	Roisin McGuckin	Quality Officers for Clinical Biochemistry	028 9504 7653
		Email: Bioquality-SM Bioquality@belfasttrust.hscni.net	
Haematology	Frances McCauley	Haematology Laboratory Discipline Manager.	028 9504 2154
		Email: frances.mccauley@belfasttrust.hscni.net	
Blood Bank / Stem Cell Bank	Beverly Craig	Blood Bank & Stem Cell Lab. Discipline Manager	
		Email: beverly.craig@belfasttrust.hscni.net	028 9615 1544
H&I	Elaine Boyle	H&I Laboratory Service Manager	028 9504 4529
		Email: elaine.boyle@belfasttrust.hscni.net	

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Name of Laboratory	Contact Person	Contact Details	
Immunology	Sean Conlan	Immunology Laboratories Services Manager	028 9615 4863
		Email: sean.conlan@belfasttrust.hscni.net	
Microbiology	Mark McGimpsey	Discipline Manager for Microbiology	028 9615 1576
		Email: mark.mcgimpsey@belfasttrust.hscni.net	
Regional Molecular Diagnostics Service (RMDS)	Suzanne Mitchell	Quality Officer for RMDS	028 9504 6758
		Email: suzannej.mitchell@belfasttrust.hscni.net <i>(note: RMDS was previously known Regional Genetics Laboratory)</i>	
Pre-Analytics	Christine Meenan	Pre-Analytics Service Manager	028 9504 2843
		Email: christine.meenan@belfasttrust.hscni.net	
Virology	Carmela Duffy	Virology Discipline Manager	028 9615 1644
		Email: carmela.duffy@belfasttrust.hscni.net <i>(note: Virology was previously part of the Microbiology BTL Discipline)</i>	

If you prefer to contact us by letter, the address is:

Belfast Trust Laboratories - Surgery & Specialist Services, BHSCT.
1st Floor, Old Generator House, Lisburn Road, Belfast City Hospital, BT9 7AB.

WHAT DETAILS TO INCLUDE – Compliments/ Comments:

Please let us know the laboratory/discipline or area you are discussing. This will allow us to make sure they receive your feedback quickly.

WHAT DETAILS TO INCLUDE – Complaints:

To ensure we can deal with your issue, please provide the following details:

- How to contact you;
- Who or what you are complaining about;
- Where and when the event that caused your complaint happened (please include the name of the laboratory and/or test if possible); and
- Where possible, what action you would like us to take.

You should try to raise your complaint as soon as possible, usually within six months of you becoming aware that you have a cause for complaint and normally no longer than twelve months after the event.

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OUR COMPLAINT PROCEDURE:

BTL adheres to the Belfast Health & Social Care Trust 'Policy and procedure for the management of complaints and compliments'. Copies of the policy are available:

- Online via BHSCCT website: <http://www.belfasttrust.hscni.net/>
- Upon request from: LabFeedback@belfasttrust.hscni.net .

Making a complaint does not affect your rights and will not prevent you from accessing laboratory services.

We also have a Complaints Department who can help you (contact details below):

Complaints Department
7th Floor McKinney House,
Musgrave Park Hospital,
Belfast, BT9 7JB.

Email: complaints@belfasttrust.hscni.net

Tel: 028 9504 8000
Fax: 028 9090 3018