

Patient Guide to Concerns and Complaints

City Health Care Partnership takes all concerns and complaints very seriously. We encourage all patients and service users to provide us with feedback on their experiences. We consider complaints, concerns and compliments to be a valuable learning tool that provide us with information that enables services to develop. We will provide open and honest feedback on all investigations. This document accompanies the Guide to Complaints leaflet that can be found on our website.

The first step is to discuss your concerns with the service or clinician so we can resolve your concern as quickly as possible. If you are unable to discuss with the service directly, please contact our Customer Care team, who will be able to take your details and inform the service on your behalf. Complaints need to be raised within 12 months of the event. However, if it has taken some time to discover the problem, then the time limit is within 12 months from the point of discovery.

Customer Care contact details:

Telephone: 01482 347627

Email: CHCP.customercare@nhs.net

Address: City Health Care Partnership, Customer Care Team, 5 Beacon Way, Hull, HU3 4AE

Website: www.chcpcic.org.uk/pages/customer-care-services . This has a link to an electronic form to complete and send via post or email.

When raising a concern or complaint we will need you to give us your personal details including, name, address, date of birth, ethnicity, contact number, the service your concern is about and a description of your concern or complaint. We treat all information provided in the strictest confidence. Complaints/concerns correspondence is not recorded within your patient record. Raising a concern will not interfere with your ongoing clinical care with CHCP. Please see 'Your Information' leaflet on our website for more information on how your data is processed. Please note, ethnicity is obtained for data monitoring purposes only and this is used to give the NHS anonymised demographics people who use our services. CHCP can only investigate issues that happen within CHCP services.



Concerns

After your concern has been logged, the service involved will review it and complete a detailed investigation. We will give you feedback on the outcome of the investigation through your preferred method: telephone, letter or a meeting with the investigator, service lead and a member of the Customer Care Team. We will tell you about any identified lessons learned and if applicable, how the service will implement changes for improvement.

If you are dissatisfied with the outcome, you should contact the Customer Care team within four weeks of receiving your response and we will make every effort to provide a resolution to your concerns. If you need a further response your concern will be escalated to a formal complaint. A further review will be undertaken.

Formal Complaints

For formal complaints there is a three stage process.

Stage 1 - Formal Complaint

When a formal complaint is instigated a nominated person from the service will complete an in-depth investigation into the issues you have raised. The feedback from the investigation will be provided in a response letter which is reviewed by management and the Chief Operating Officer for CHCP. Alternatively, you can request feedback by telephone or a meeting with the investigator, service lead and a member of the Customer Care team.

Stage 2 - Right of Appeal and Re-open Complaint

After you have received your response from the investigator, if you are dissatisfied with the outcome you should contact the Customer Care team within four weeks and we will try to resolve any outstanding concerns. You will need to provide the details of which areas you feel have not been addressed. If a further review is required, we will re-open your complaint and reassess the completed investigation. We will provide you with the outcome of the second investigation. If you are unsatisfied then you will need to progress to stage 3.



Stage 3 – Ombudsman

If we are unable to resolve your complaint after going through Stage 1 and 2, you can contact the Health Ombudsman to provide an independent review. The Parliamentary and Health Service Ombudsman, Milbank Tower, Milbank, London, SW1P 4QP, Telephone: 0345 015 4033

Timescales

All concerns are responded to within 10 working days and complaints within 40 working days. If the concern or complaint is complex and extra time is required to perform an in-depth investigation, the complaints handler will contact you to tell you about the delay in responding and will discuss a reasonable extension. We will acknowledge your concern/complaint within three working days to confirm we have received and logged the issue.

Consent

When progressing with a concern or complaint we will ask you to provide consent to enable us to investigate and feed back. If you are raising a concern or complaint on behalf of someone else, we will need their consent by completion of a consent form and two forms of ID for proof of identity, or a copy of the Power of Attorney for welfare. This is to protect our patient's confidentiality and to follow Data Protection legislation.

Independent support

For independent support for making a complaint against a healthcare organisation you can contact: Healthwatch, The Strand, Hull CVS, 75 Beverley Road, Hull, HU3 1XL. Telephone: 01482 595505

If you would like this document in an alternative language or format, please call 01482 347649.

To view our CHCP Guide to Complaints leaflet and for more information please view our website www.chcpcic.org.uk/pages/customer-care-services [City Health Care Partnership](#)