



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 considered complaints, concerns, and compliments to be a valuable learning tool and provides 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 which 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 at the earliest opportunity. 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 link to electronic form to complete and send via post or email.

When raising a concern or complaint we will require you to provide your personal details including, name, address, date of birth, ethnicity, contact number, the service your concern is regarding and a description of your concern or complaint. We treat all information provided with 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 inform the NHS department of anonymised demographics of those users of our services. CHCP can only investigate concerns that happened within CHCP services.

Concerns

After your concern has been logged, the service involved will review and complete a detailed investigation. You will receive feedback on the outcome of the investigation via your preferred method, telephone, letter or a meeting with the investigator, service lead and a member of the Customer Care Team. We will advise of identified lessons learnt 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 4 weeks of receiving your response, we will make every effort to provide a resolution to your concerns. If you require a further response your concern will be escalated to a formal complaint. A further review will be undertaken. Alternatively, you can contact your local Clinical Commissioning Group (CCG).

Formal Complaints

For formal complaints there is a 3-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 via 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 4 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

Time scales

All concerns are responded to within 10 working days and for complaints 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 advise of the delay in responding and will discuss a reasonable extension. We will acknowledge your concern/complaint within 3 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 feedback. If you are raising a concern or complaint on behalf of someone else, we will require 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: Health Watch, Goodwin Community College, Anlaby Road, Hull HU3 2LL, Telephone: 01482 499038

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/