

Health Services Ombudsman

The Health Service Ombudsman will only investigate complaints that have not been resolved at local resolution by the Trust or CCG

Requests for investigation should be made as soon as possible after the complaints procedure has been exhausted and should include relevant correspondence with the provider/ CCG.

The Ombudsman will also investigate if you are dissatisfied with the way that your complaint was managed: The address is:

Health Service Ombudsman for England
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0845 015 4033

The Ombudsman also investigates complaints about GPs, Dentists, Pharmacists or Opticians providing an NHS service locally.

NHS Constitution

Rights

- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the independent Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

Pledges

- The NHS commits to ensure you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and the fact that you have complained will not adversely affect your future treatment.
- The NHS commits, when mistakes happen to acknowledge them, apologise, explain what went wrong and put things right quickly and effectively.
- The NHS commits to ensure that the organisation learns lessons from complaints and uses these to improve NHS services.

Find out more about the NHS Constitution at www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm



Compliments, comments concerns and complaints

(The 4 C's)

A guide for patients,
relatives and carers

Commitment by NHS South Worcestershire Clinical Commissioning Group

The staff in our organisation are committed to providing safe and high quality care to all patients. On any occasion where you are dissatisfied with any aspect of care or treatment we will:

- Work with you to understand your concerns and seek to resolve the complaint to your satisfaction
- Involve you in decisions about how your complaint is to be handled including the timescales for providing you with a response
- Where a mistake or error has been made this will be acknowledged and you will receive an apology and explanation of what went wrong and what has been done to ensure that it does not recur.

Patient Relations Team

Worcestershire Health & Care Trust has a Patient Relations Team who may be able to assist with a concern about treatment received at the community hospitals in Worcestershire. You can contact them directly on 0300 123 1723 or via their website www.hacw.nhs.uk

Patient Advice & Liaison Service (PALs)

Worcestershire Acute Hospitals Trust provide a Patient Advice & Liaison Service and you can contact them directly about treatment you receive at the Worcestershire Acute Hospital or Alexander Hospital, Redditch on 0300 123 1723 or via their website www.worcsacute.nhs.uk

Compliments, comments concerns and complaints

We welcome any suggestions, which you feel would add to the comfort and wellbeing of those in our care. We recognise the value that complaints, suggestions and constructive criticism, as well as compliments, can provide. This will assist us in maintaining and developing a better quality and a higher standard of health care for our patients.

A complaint should be made as soon as possible after the event, no later than 12 months, or the date when you became aware of the problem (if later).

When someone other than the patient complains, the Clinical Commissioning Group must ensure that the patient's explicit permission is obtained prior to any information being provided to the complainant.

The CCG has a standard form, which must be signed by the patient or the next of kin (for deceased patients) authorising the CCG to respond to the named complainant.

It may be necessary to disclose information from medical records to anyone involved in investigating the complaint to enable them to respond to the concerns raised.

Permission to disclose information will be sought from the patient or their authorised representative.

If you wish to compliment, comment or complain about the service provided by NHS South Worcestershire Clinical Commissioning Group please contact:

The Complaints Team
NHS South Worcestershire CCG
The Coach House,
John Comyn Drive,
Perdiswell,
Worcester WR3 7NS

Telephone: 01905 681999
email: SoWo.complaints@nhs.net

Independent Complaints and Advocacy Service (ICAS)

The Independent Complaints and Advocacy Service (ICAS) POhWER, can provide complainants with free and confidential advice and support through the complaints process.

POhWER ICAS
PO Box 14043
Birmingham
B6 9BL

Telephone: 0300 456 2370
Fax: 0300 456 2365
Minicom: 0300 456 2364
e-mail: pohwericas@pohwericas.net