

TO PROVIDE **THE VERY BEST CARE** FOR EACH PATIENT ON EVERY OCCASION

# Compliments, Comments, Concerns or Complaints

An information guide



# Compliments, Comments, Concerns or Complaints

## Commitment to quality

At Pennine Acute Hospitals NHS Trust we are committed to providing the very best quality care in a friendly, pleasant and professional environment. We welcome your suggestions as to how we can improve services and provide care which better reflects your needs. Through listening to your views we can continue to develop and improve our services.

We are interested in any of the four C's that we can use to improve the service we offer:

- compliments
- comments
- concerns
- complaints

## Compliments and comments

Our staff are here to help you and it is important for them to know if you have any compliments or comments about the care and service offered. This gives us the opportunity to build on areas of good practice or review current services in order to ensure that high standards are maintained across the Trust. You can comment on the service offered by speaking directly to staff, by writing to the ward or department or via the Trust communication email service at [enquiries@pat.nhs.uk](mailto:enquiries@pat.nhs.uk). Your views can make a positive difference.

## **Who can make a complaint or raise concerns?**

You have the right to raise concerns or to make a complaint about any matter connected with the provision of care or treatment. A complaint can also be made on behalf of someone who has received care or treatment once their written consent has been obtained.

## **The complaints procedure**

On the 1st April 2009, a two stage complaints procedure was introduced across all Health and Social Care organisations. This new procedure aims to be:

- customer focused
- open and accountable
- fair and proportionate

We are committed to putting things right and seeking continuous improvements to the service we provide.

### **1. Local resolution - stage one**

If you wish to make a complaint it is important that you do so as soon as possible after the event that caused the complaint. Under the NHS complaints procedure a complaint must be made no later than 12 months after the date when the incident you are complaining about occurred or came to your notice. Complaints received later than this will be considered by the Trust on an individual basis, depending on circumstances.

We are keen to resolve your concerns at a local level whenever possible. Therefore, if you are unhappy with any aspect of your care, or your relative's care, please speak to the staff on the ward or in the department, as they are best placed to help you resolve any issues immediately.

Ideally, complaints and concerns about care or treatment should be raised with the staff on the ward or department at the time of occurrence. Frontline staff who are providing care and assistance are best placed to address the issues raised immediately and, where possible, resolve them. Should they be unable to resolve the issues straight away, staff should provide you with a clear plan of action and the time they think it will take them to respond.

However, we realise that some people may not feel that they are able to raise issues with staff, so therefore we have a dedicated team who will be able to assist you throughout the complaints process:

## **PALS**

If you feel you would prefer to speak to someone who is not part of the ward or clinic team then you can speak to a member of the Patient Advice and Liaison Service (PALS). They offer confidential advice, support and information on health related matters to patients, their families and their carers. You can telephone between 09.30 hours and 16.30 hours Monday to Friday.

PALS act to resolve issues quickly and informally and will be able to provide a verbal response. They provide advice over the telephone or in face to face discussions and can also arrange meetings with staff and liaise on your behalf. If you want a detailed written response your concerns will be passed to the Complaints Department.

## Complaints

If you want your complaint to be investigated and to be provided with a detailed letter of response then you should set out your concerns in a letter. Letters of complaint should be addressed to the **Complaints Department, Room G03, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, Manchester, M8 5RB**. To help us investigate your complaint please provide details of the patient's full name, date of birth, ward and the date of the incident. Once your complaint has been received it will be acknowledged, usually in writing, within 3 working days. Following this a complaints manager will contact you directly as soon as possible in order to discuss how best to resolve the issues you have raised. We would therefore ask that you provide a telephone number where we can contact you during office hours. Providing this information will help us to offer an efficient and personalised response.

Every issue that the team deals with is different, and therefore some cases will take longer than others to investigate and respond to. There are no set time limits in which we are required to respond, this is negotiated by you and the complaints team. Every effort will be made to respond within this agreed timeframe but should this not be possible the complaints team will keep you informed of progress and any reasons for the delay.

In order to resolve your concerns meetings can be arranged between you and the Senior Managers responsible for the staff involved. Meetings can be helpful if a lot of clinical explanations are required, which may be difficult to convey on paper. Should you accept an invitation to meet with staff, you will receive a summary of the meeting notes for your records.

In complex cases a review by an independent clinician may be offered. We will do all we can to provide you with an open, honest and comprehensive response to your complaint and, when appropriate, details of the actions taken to prevent similar incidents happening again. If you remain dissatisfied with any aspect of the process we would urge you to come back to us so that any further action to resolve your concerns can be agreed.

Should your complaint also involve other organisations, such as your General Practitioner, Primary Care Trust, Ambulance Service or Social Care Trust, with your agreement, we will liaise with them and make sure you are provided with one combined response.

## **Do you need help in making a complaint?**

If you would like help with making a complaint, there is a national service called the Independent Complaints Advocacy Service (ICAS). ICAS in this region is provided by the Carers Federation Limited. ICAS is completely independent of the NHS, free and confidential, and available to all NHS patients or their representatives. ICAS can help you through the NHS complaints procedure, provide support and guidance, and supply a helpful information pack. Their contact number in the North West is: 0300 456 8350.

## **2. Parliamentary and Health Service Ombudsman**

If you remain dissatisfied with our final response to your complaint, you may ask for your case to be reviewed by the Parliamentary and Health Service Ombudsman (PHSO). The Ombudsman is completely independent of the Trust and once local resolution is complete, if he/she considers that there are still outstanding issues to be resolved he/she will initiate further investigation.

The Ombudsman can be contacted at:  
The Parliamentary and Health Service Ombudsman  
Eleventh Floor, Millbank Tower,  
London SW1P 4QP.

Complaints helpline telephone: 0345 015 4033 (local rate)

E mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

You can submit your complaint to the Ombudsman via their  
website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For further information about the NHS complaints procedure  
please contact the:

## **PALS**

You can telephone PALS between 09.30 hours and 16.30 hours,  
Monday to Friday pm 0161 604 5897 or internal 45897.

## **Complaints Department**

North Manchester General Hospital  
Delaunays Road  
Crumpsall  
Manchester  
M8 5RB

Tel: 0161 604 5800 (answer phone available)

Internal: 45800

Fax: 0161 604 5889

Email: [complaintsoffice.trust@pat.nhs.uk](mailto:complaintsoffice.trust@pat.nhs.uk)

**If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770**

اگر انگلش آپکی مادری زبان نہیں ہے۔ اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں۔ تو مدد کیلئے آپ ایتھنک ہیلتھ ٹیم سے نیچے دیئے ہوئے نمبر پر رابطہ کریں۔

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অস্বীকৃতি হয় তাহলে এথনিক হেলথ টিমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

**0161 627 8770**

જો અંગ્રેજી આપની પહેલી ભાષા ન હોય અને આપને મદદની જરૂર હોય તો મહેરબાની કરીને એથનિક હેલ્થ ટીમનો ૦૨૭-૮૭૭૦ નંબર પર સંપર્ક કરો

Jeżeli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy proszę skontaktować się z załogą Ethnic Health pod numerem telefonu 0161 627 8770

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 620 0420 and the Switchboard Operator will put you through to the correct department / service**

Date of publication: May 2009  
Date reviewed: December 2011  
Date of next review: December 2013  
Ref: 0565-PI(C)

© The Pennine Acute Hospitals NHS Trust



Wood pulp sourced from sustainable forests

[www.pat.nhs.uk](http://www.pat.nhs.uk)