

Concerns, comments, complaints and compliments



01482 335409



HULLCCG.PALS@nhs.net

Introduction

Most patients are happy with the care they receive, but we realise that there may be times when we do not get things right. When this does happen, we need to know.

How do I raise a concern?

Most concerns can usually be sorted out straight away by the staff that are caring for you. Tell them what is worrying you and they will do their best to help you.

If you want to talk to someone who is not directly involved in your care, you may prefer to speak to someone from our Patient Relations Team on: **01482 335409**

Patient Relations is sometimes referred to as Patient Advice Liaison Service (PALS)

What can the Patient Relations team do for you?

- Provide confidential advice and guidance
- Do our best to resolve your concerns as quickly as possible
- Provide advice on NHS and health related matters
- Information on how to make a complaint

If you are still unhappy and wish to make a formal complaint, it is important that to try to do this within 12 months of the event.

If you are not sure if your complaint should be directed to us, contact the Patient Relations team and they will be able to advise you. If other services or agencies were involved in the incident you are complaining about, we will liaise with them as part of our investigation.

Complaints can be made verbally, in writing or by email.

We recognise that people sometimes worry that making a complaint could be detrimental to their care. We have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against or disadvantage anyone.

Who do I write to when making a written complaint?

You can write to us free of charge:

Freepost Plus RTGL-RGEB-JABG
NHS Hull CCG
Patient Relations
2nd Floor
Wilberforce Court
Alfred Gelder Street
Hull
HU1 1UY

You can Email us:

HullCCG.PALS@nhs.net

What if I want to make a formal complaint about my GP, pharmacy, dentist or optician?

Hull CCG can provide informal advice and liaison in relation to GP, dentist, optician or pharmacy services, but are unable to handle formal complaints. These should be directed to:

Complaints Manager
NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Can I get help to make a complaint?

If you would like any assistance with your complaint and live in Hull, free confidential advice is available from the independent complaints advocacy service, Cloverleaf Advocacy, which can be contacted on:

Cloverleaf Advocacy
1b Hesslewood Hall
Ferriby Road, Hessle
East Yorkshire, HU13 0LH

Tel: 0300 012 0412

Email: helpwithnhscomplaintshull@cloverleaf-advocacy.co.uk

What happens after I have made a complaint?

When we receive your complaint, we will acknowledge it in writing within 3 working days. We will then investigate the issues you have raised. We would normally write back to you within 25 working days. Sometimes an investigation can take longer. If this is the case, we will discuss the reason for this with you.

What if I am still unhappy?

If you have additional questions, we can make further enquiries and write to you again. If we cannot resolve your complaint, you can refer it to the Parliamentary and Health Service Ombudsman (PHSO):

The Parliamentary and
Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 015 4000.

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

ombudsman.org.uk

Web: www.ombudsman.org.uk

What will the Health Service Ombudsman do?

The Ombudsman will consider whether the organisation has done everything possible to address and resolve the issues raised. The Ombudsman will then decide if further action is required, if the matter should be referred back to the organisation for further work to be undertaken, or if a review of the case is needed.

What difference will I have made by raising a concern or making a complaint?

We are committed to learning lessons from concerns and complaints and to use them to improve the services we provide, for individual patients and for all patients.

What should I do if I want to pay a compliment?

We also need to know what we are doing well. Any compliments about our staff and services can be sent to the Patient Relations team.