

Hedena Health Ltd

COMPLAINTS PROCEDURE

Complaints overview

From April 2009 a common approach to handling complaints in the NHS has been introduced. This new complaints procedure is structured around three main principles – listening, responding and improving.

This will help organisations to

- Take a more active approach to asking for people's views
- Deal with complaints more effectively
- Use the information received to learn and improve

How patients can make a complaint?

There are two stages of complaints handling

- Local resolution at practice/CCG level
- Referral to the Parliamentary and Health Service Ombudsman if the complaint cannot be resolved satisfactorily by the practice/OCCG.

Patients may choose to make their complaint orally, in writing or electronically to the Practice Manager or alternatively to the OCCG. They may make their complaints within 12 months of an incident happening or of becoming aware of the problem.

This 12 month limit does not apply if the practice is satisfied that;

- There were good reasons for not making the complaint within the time limit.
- Despite the delay, it is still possible to investigate matters effectively and fairly.

Oral complaints which are resolved to the patient's satisfaction not later than the next working day are not included within these regulations. All oral complaints however will be recorded in writing.

Complaints on behalf of someone else

Please note that for confidentiality reasons if a complaint is made on behalf of someone else we have to know that you they have the patient's permission to do so. A note confirming that permission has been given and signed by the person concerned will be required, unless they are incapable (because of physical or mental illness) of providing this.

Acknowledgement by the practice of a complaint

Hedena Health Ltd will aim to acknowledge receipt of all complaints within 3 working days orally or in writing and offer to discuss the matter.

Where a complaint involves more than one organisation

If the complaint involves more than one organisation the Operations Manager will liaise with the other organisation(s) and agree a complaint manager who will take the lead and agree how the complaint should be handled and co-ordinated. This will involve clear communications with the complainant to ensure that the issue is dealt with in the most effective and efficient manner.

By law, all organisations have to ensure that information relating to individual service users and patients is protected, in line with the requirements of the Data Protection Act, Caldicott principles and the confidentiality policies of each signatory organisation.

The complainant must give their consent before information relating to the complaint is passed between organisations.

How the complaint is dealt with by the practice

Complaints will be monitored at Significant Event meetings in the practice and recorded detailing;

- The subject matter and outcome of each complaint
- The fact that the complainant was notified of the response within the period specified any amendment of that period and whether a report was sent to the complainant within that period.

The complaint will be assessed and will gauge the impact of the complaint on all parties involved so that the right course of action can be taken. We will establish a clear appropriate plan of action and provide the complainant with relevant support and advice.

The practice should consider

- What happened?
- What should have happened?
- What are the differences between those two things?

The patient will be advised how the complaint will be handled and the likely period for completion of the investigation and responding to the complaint. (If the complainant does not accept the offer of a discussion the practice must determine a specified response period and notify the complainant in writing of that period.)

The practice will ensure that they have a clear understanding of the complaint so that complaints can be dealt with appropriately, efficiently and as quickly as possible. The complainant will be kept informed as far as reasonably practicable of the progress of the investigation.

Responding to the complaint

The practice will send the complainant a written response as soon as reasonably practicable after the completion of the investigation. (This response may be electronic if the complainant has consented to this). The response must be signed by the 'responsible person' and include a report containing the following matters;

- An explanation of how the complaint has been considered
- The conclusions reached, including any matters for which the complaint specifies, or the practice considers, that remedial action is needed
- Confirmation that the practice is satisfied that the action needed in consequence of the complaint has been, or is proposed to be taken and details of the complainant's right to take their complaint to the Health Service Commissioner under the 1993 Act if they are not satisfied by the response.

Who is responsible for complaints at the surgery and how to access the complaints procedure?

Laura Shaylor Operations Manager is appointed as complaints manager and Justin Amery is the GP partner responsible for complaints.

The complaints procedure is published within the practice and on its website for patients to view. The practice can assist complainants with the procedure, or to provide advice on where they may obtain such assistance.

Annual complaints report

An annual report will be produced by the practice as soon as practicable after 31st March for the preceding 12 months including

- The number of complaints received by the practice
- The issues that these complaints raise

- Whether complaints have been upheld, and
- The number of cases referred to an Ombudsman

The practice will also need to record any significant issues raised by complaints, the lessons learned and the actions taken.

Other patient contacts to assist complainants

If patients prefer they can make their complaint to the Oxfordshire Clinical Commissioning Group, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford OX4 2LH

Telephone number 01865 336800

Or

Take their complaint to NHS England and they will manage your complaint for you. Information on the NHS England complaints process and the information they will need to manage your complaint can be seen here <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

Phone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: England.contactus@nhs.net (Please state: 'For the attention of the complaints team' in the subject line)

Post: **NHS England**

PO Box 16738

Redditch

B97 9PT

Or patients can contact

The Patient Advice and Liaison Service (PALS) on 0800 052 6088

Or

NHS Complaints Advocacy Service for Oxfordshire

0300 343 5718

Email Oxfordshire@seap.org.uk

If the patient is still not satisfied they can ask the Health or Local Government Ombudsman to review the matter. They can be contacted in the following ways:

- www.ombudsman.org.uk
- calling the complaints helpline of 0345 015 4033 (Mon-Fri 8.30am – 5.30pm)
- emailing phso.enquiries@ombudsman.org.uk
- faxing 0300 061 4000
- writing to

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP