

What if Local Resolution doesn't work?

Holbrooks Health team takes any complaint about the service we offer seriously. We are committed to resolving any issue under Local Resolution, however if should this not be the case then you have the right to take any matter to the Parliamentary and Health Service ombudsman. They are available Monday-Friday between normal office hours (8:30-5:30) on 0345 015 4033.

They are completely independent of the NHS and the Government. The Ombudsman is not obliged to investigate every complaint put to them, and they will not generally take on a case which has not first been through the NHS Complaints Procedure, or a case which is being dealt with through the courts.

How to comment or make a suggestion

If you have an idea or suggestion which you feel would benefit other people who use our services, please let us know. We will take a note of your comments and will always acknowledge in writing any ideas or suggestions you make to us.

Useful addresses and telephone numbers

Mrs Karen E. Railton
Assistant Chief Executive (Complaints Manager)
Coventry Teaching Primary Care Trust
Christchurch House, Greyfriars Lane,
Coventry CV1 2GQ
Telephone: 024 7624 6011
Complaints Officer: 024 7624 6125

Complaints Manager
University Hospitals Coventry and Warwickshire
NHS Trust
Clifford Bridge Road, Coventry CV2 2DX
Telephone: 024 7696 4000

Healthcare Commission
FREEPOST NAT 18958

Complaints Investigation Team
Manchester M1 9XZ
Telephone: 0845 601 3012
Website: www.healthcarecommission.org.uk
E-mail:
complaints@healthcarecommission.org.uk

The Health Service Ombudsman for England
Millbank Tower, Millbank, London SW1P 4QP
Telephone: 0845 015 4033

Patient Advice and Liaison Service (PALS)
Coventry & Rugby CCG
Parkside, Quinton Road,
Coventry CV1 2NJ
Telephone: 024 7655 3344

POhWER ICAS
County Buildings, St Mary's Street, WORCESTER,
Worcestershire WR1 1LT
Helpline: 0845 337 3056
Fax: 0845 3373057
Email: pohwericas@pohwericas.net

Website: www.pohwer.net

Listening to your views



HOLBROOKS
HEALTH TEAM

How to complain about or comment on health services at Holbrooks Health team

Introduction

Holbrooks Health team welcomes comments about its organisation and the health services it provides for its patients. Where criticism is made we will respond to the complainant and where necessary, put right what was wrong.

This leaflet explains how the complaints system operates.

Who can complain?

Anyone who is receiving or has received NHS treatment or services can complain. If you are unable to complain yourself you can ask someone else - a relative or friend - to make the complaint for you. You can also complain on behalf of a patient where the patient has died, is a child or is unable because of physical or mental incapacity to make the complaint themselves.

When can I complain?

It is important to make your complaint as soon as possible after the event you wish to complain about has happened. Normally, it will only be possible to investigate a complaint if it is made:

- within 6 months of the event or,
- within 6 months of you realising you have something to complain about as long as this is not more than 12 months after the event itself.

How do I make a complaint?

Wherever possible you should try and speak to someone about your complaint as soon as the event occurs. If you are in hospital, this may be a nurse or doctor; if you are receiving one of the CCG's services it may be the service manager.

If you wish to make a complaint about the service you have received from Holbrooks Health team you should speak to the Reception and Administration Manager (Tina Yardley) if it is a non clinical complaint, or Dr David Evans if it concerns the treatment you have been receiving or it concerns another GP. Kerry J Crutchlow, Chief Executive is also available if you wish to discuss any concerns at any stage.

You do not have to write down your complaint-although this is preferred. You can make a complaint in any way that is easiest for you (face to face, over the telephone, via email or via a representative). You can speak to or telephone a member of staff at any time but if you wish to make the complaint formal you will be directed to the named staff above who will discuss with you the nature of your complaint. If you have any special needs you think we can support you with, please ask and we will do all we can to accommodate these.

In the event you prefer a representative to make a complaint on your behalf, we will require your written and signed consent to do so (this is a legal requirement under the Data Protection Act).

What will happen when I complain?

All complaints are dealt with under Local Resolution. We will acknowledge in writing any complaint you make within 2 working days. We aim to respond fully within 25 working days. In the event that this is not possible, we will keep you update with progress at all times.

You can, at any time, ask to meet with us or you may be offered a meeting to discuss your concerns. If it helps to take along a friend or relative, please do so.

If you would prefer to speak to someone who is not directly involved in your case you can contact:

- NHS England: PO Box 16738, Redditch, B97 9PT 0300 311 22 33
- The Patient Advice and Liaison Service (PALS) at Coventry Teaching PCT on: 024 7624 6002.
- PALS is a service for patients, carers and relatives. It provides confidential, on the spot help and offers advice and information to deal with enquiries, concerns or problems you may have about your local NHS
- The Independent Complaints Advocacy Service (ICAS) on: 0845 337 3056. ICAS is a service of POhWER The Advocacy Agency which is independent and offers free confidential help and support to make a complaint about a local NHS service.