

What if Local Resolution doesn't work?

If your complaint is about a Primary Care Practitioner or about the services we provide and you are not happy with the outcome of Local Resolution then you can request that your complaint be reviewed by the Healthcare Commission. You should do this within six months of the date of the letter telling you the outcome of Local Resolution.

What can I do if I am still unhappy after the NHS Complaints Procedure has been completed?

If you are still unhappy after the NHS Complaints Procedure has been completed you can ask the Office of the Health Service Ombudsman to look at your case. They are completely independent of the NHS and the Government. If you want advice as to whether to ask them to investigate you can write to or telephone their Office (see back of leaflet).

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.

Hospital Services

If you have a complaint about Walsgrave Hospital or Coventry and Warwickshire Hospital or any service provided by them, you should contact the Complaints Manager at University Hospitals Coventry and Warwickshire NHS Trust on: 024 7696 4000.

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. You can either talk to a member of staff or to the service manager, who will take note of your comments. We will always acknowledge in writing any ideas or suggestions you make to us.

Compliments

If you are pleased with the services we have provided please tell us. Staff always welcome comments from patients and clients who have been satisfied with the care and service they have received. Compliments will be used to highlight good practice and will be communicated widely so that others may benefit.

This leaflet is also available in other languages and formats upon request by telephoning: 024 7624 6125.

You can also find this leaflet on our website at www.coventrypct.nhs.uk

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 Teaching Primary Care Trust
Christchurch House, Greyfriars Lane,
Coventry CV1 2GQ
Telephone: 024 7624 6002

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

How to complain about or comment
on health services in Coventry

Introduction

Coventry Teaching Primary Care Trust (PCT) welcomes comments about its organisation and the health services it provides for Coventry residents. 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 for health services in Coventry.

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 PCT's services it may be the service manager. At your General Practitioner (GP) or dental surgery it may be the doctor, dentist or practice manager. In many cases it should be possible to sort out the problem straight away.

You do not have to write down your complaint. You can just speak to or telephone a member of staff but it would be helpful for everyone if you can write things down. If you do make a written complaint, it will not be filed in your medical records.

For PCT Services (Walk-in Centre, GP Out of Hours Service, Community Services etc) staff will try to resolve your complaint on the spot, however if this is not possible your complaint will be logged, given a unique complaint number and an investigation will be carried out. This part of the complaints procedure is called Local Resolution.

Primary Care Practitioners - GP, dentist, pharmacist or optician - deal with their own complaints in the first instance under Local Resolution. Staff there will be able to give you details of how to complain and they will aim to respond to your complaint within 10 working days.

What will happen when I complain?

If you make a complaint to Coventry Teaching PCT about the NHS services we provide we will aim to:

- acknowledge your complaint within 2 working days
- look into your complaint and sort out the problem as quickly as possible
- send you a full written reply from the Chief Executive within 5 weeks
- keep you informed of progress if we cannot meet this timescale.

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:

- The Complaints Department at Coventry Teaching PCT on: **024 7624 6125**
- 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.

In line with the Data Protection Act should you wish a friend or relative to complain on your behalf you must sign a letter of authorisation giving them the right to do so.

What can't be dealt with under the NHS Complaints Procedure?

- events about which you are already taking or intend to take legal action
- complaints about private services or treatment, unless provided under arrangements with the NHS
- complaints wholly about Local Authority Social Services
- events requiring investigation by a professional disciplinary body.