

Patient and carer feedback

A guide for patients and carers about giving feedback (comments, compliments, concerns and complaints)



Welcome

We want to give you – our patients and carers – the best experience possible and we want you to tell us about your experiences.

There are several ways that you can give us feedback both positive and negative. We can also help if you wish to make a complaint.

We take our responsibilities seriously and promise that you or your relatives, carers or friends, will not be treated unfairly as a result of any feedback you give us.

Would you recommend our services to your friends and family?

To give immediate feedback, please complete the Friends and Family Test on our website:

www.cnwl.nhs.uk/feedback

Giving us feedback

If you want to give feedback (comments, compliments, concerns or complaints) about the service that you, or someone you care for, have received, we recommend you speak to a member of staff from that service in the first instance.


Or you can contact the Patient Support Service for help and advice:

Tel: **0300 013 4799**

Email:

feedback.cnwl@nhs.net

If you need an interpreter, or other support to give feedback, please let us know and we will do our best to make this possible for you.



We hope you
have a positive
experience
with us

Making a complaint

If staff have been unable to resolve your concerns and you wish to make a complaint you can write to the Chief Executive or Patient Support Service at:

FREEPOST RSTJ-LART-UBYA
CNWL, Stephenson House, 75 Hampstead Road
London, NW1 2PL

Your letters or emails should include:

- Your full name and your address
- Your daytime telephone number (so we can speak with you if we need to) and the times you would prefer to be contacted
- A summary of your feedback
- The dates the feedback is about
- Details of what you would like us to do.

Who can give feedback?

Feedback can be made by anyone who is affected or likely to be affected by the services we provide. If you are giving feedback about someone else, we may, for confidentiality reasons, seek their consent to reply to you.

Time limits for giving feedback

We encourage you to give feedback as soon as possible, or within 12 months of when the incident occurred. This time limit can be extended if there are good reasons.

What will we do with your feedback?

Comments and enquiries

Comments about our service will be reviewed by staff and where possible, changes will be made to fix any issues.

Any enquires you have will be responded to as quickly as possible. We may contact you for more information.

Compliments

Compliments will be shared with the team they are about. Good practice will also be shared across the Trust so that improvements can be made.

Concerns

Concerns will be reviewed by staff and you will be contacted with a response. We aim to resolve concerns quickly and usually within five working days or by a date agreed with you.

What happens if you make a complaint?

- Your complaint will be acknowledged within three working days.
- A suitable member of staff will be nominated to investigate your complaint. They will contact you to discuss your complaint and agree what you would like to happen.
- A complaint plan will be agreed with you. This will include how the complaint will be considered, for example if a meeting might be helpful to resolve any concerns. We will also agree a date to respond to you by; this is usually 25 working days.
- Once the complaint is investigated, you will be offered a meeting to discuss the outcome before a formal written response is sent to you.

What if you are still not happy?

If you are unhappy with the response to your complaint, you can ask us to look at it again. This will usually be done by a member of staff not connected to the original investigation.

Independent review

If you are still unhappy with how we have tried to resolve your complaint, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. You can contact them by phone or in writing:

Tel: **0345 015 4033** (Monday to Friday, 8.30am- 5.30pm)

Email: **phso.enquiries@ombudsman.org.uk**

Website: **www.ombudsman.org.uk**

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

The PHSO undertakes independent investigations into complaints about the NHS in England. The Ombudsman generally only considers a complaint once the Trust's complaints procedure has been completed. It is therefore important to allow the Trust to try to resolve your complaint first.

Keeping your feedback confidential

To fully investigate your feedback, information from health records may have to be shared with clinical and managerial staff, however patient confidentiality will be respected at all times. If you give feedback, it will not be recorded in your health records, unless there is a good reason to do so.

Details of feedback may be provided to other NHS organisations that monitor our performance. This information will not include your personal details.

Feedback that involves other organisations

We provide some services in partnership with other organisations. You can give feedback to any of the organisations involved. With your consent, we will talk to these organisations to decide how to best investigate and respond to your feedback.

Legal action and claims for compensation

If you wish to take legal action against us, we will still continue to take steps to resolve your concerns, unless there is a clear legal reason not to do so.

If you wish to claim compensation for poor medical care or treatment (including negligence), we advise you to seek legal advice.

If you need help

The NHS Complaints Advocacy Service is a free and independent service, delivered by various organisations across the areas we service. They can give advice about the NHS complaints procedure. They can also support you in making a complaint by writing letters on your behalf and coming with you to meetings.

Brent, Camden, Hillingdon, Islington, Kensington and Chelsea, Westminster

Voiceability

Tel: **0300 330 5454** | Fax: **0300 088 3762**

Email: **nhscomplaints@voiceability.org.uk**

Website: **www.nhscomplaintsadvocacy.org**

Harrow:

Harrow Association of Disabled people (you do not have to have a disability to use this service)

Tel: **020 8861 9920**

Website: **www.had.org.uk**

Email: **general@had.org.uk**

Milton Keynes:

POhWER

Tel: **0300 200 0084**

Email: **pohwer@pohwer.net**

(POhWER also provide Independent Mental Health Advocacy for Milton Keynes)

Other Independent Mental Health Advocates:**Westminster and Kensington and Chelsea:**

The Advocacy Project
73 St Charles Square
London W10 6EJ

Tel: **020 8969 3000**

Email: **info@advocacyproject.org.uk**

Hillingdon:

Disablement Association
Hillingdon (DASH)
Wood End Centre
Judge Heath Lane
Hayes, Middlesex UB3 2PB

Tel: **020 8848 8319**

Email: **info@dash.org**

Brent and Harrow:

VoiceAbility Brent, VoiceAbility Harrow, Suite 100G,
Crown House, North Circular Road, London, NW10 7PN

Tel: **020 8900 2221**

Email for Brent:

brentadvocacy@voiceability.org

Email for Harrow:

westlondon@voiceability.org

If you are detained under the Mental Health Act you can also make a complaint to:

Care Quality Commission

The Belgrave Centre, Stanley Place,
Talbot Street, Nottingham, NG1 5GG
Tel: **03000 616161**

Email: **enquiries@qcq.org.uk**

This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnw1@nhs.net

We are now able to communicate with deaf or hard of hearing people via Text Relay. If you are making a call from a text phone dial 18001 + 01908 243568

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

Polish

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Urdu

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

Šį dokumentą paprašius taip pat galima gauti kitomis kalbomis, dideliu šriftu, Brailio raštu ir garso juostoje. Prašome kreiptis el.

Lithuanian

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

Russian