

Compliments, Comments, Concerns and Complaints

We aim to provide the highest standards of care for people using our services. If you have any compliments, concerns, comments or complaints to make about your experience of using our services, we would be glad to hear from you.

We will do our best to help resolve any concerns you may have, and your feedback will help us to improve the services we provide. As well as letting us know if you are unhappy about something, it is good to let us know what we are doing well.

This factsheet gives you information about how to provide a compliment or comment and who to speak to about any concerns or raise any complaints you may have.

The **Patient Advice and Liaison Service (PALS)**, can take a verbal compliment, concern or comment from you regarding the services that you have been receiving.

It is always best to raise any concerns or queries as soon as possible, so speak to a member of staff such as a Department Manager, your Health Professional, Ward Manager or Matron in the first instance, if possible. If you would like to talk to someone not involved in your care or unsure who to talk to, you can contact the PALS service who can:

- Record and deal with your compliment, comment or concern if you require support.
- Provide confidential and impartial advice, on the spot advice and support to patients, carers and relatives (with consent) representing your views quickly and effectively.
- Resolve any concerns or difficulties you may be experiencing by working with Trust staff.

PALS can be contacted on

Write to:

PALS
Cumberland Infirmary
Newtown Road
Carlisle
CA2 6HY

Telephone:

01228 814008
01946 523818

Email:

PALS@ncic.nhs.uk

Freephone:

0800 633 5547

Text:

07929 823 273

The Trust encourages people who want to make a complaint to speak openly and freely about their concerns.

Before proceeding to a formal complaint, it is always best to raise any concerns or queries as soon as possible, so speak to a member of staff such as a Department Manager, your Health Professional, Ward Manager or Matron in the first instance. If you would like to talk to someone not involved in your care, or unsure who to talk to, you can contact the PALS service who can:

- Provide confidential and impartial advice, on the spot advice and support to patients, carers and relatives (with consent) representing your views quickly and effectively.
- Resolve any concerns or difficulties you may be experiencing by working with Trust staff.

How do I make a formal complaint?

If you would like to raise a formal complaint, there are a number of ways you can do this:

Write a letter to:

The Complaints Department
The Pillars Building
Cumberland Infirmary
Newtown Road
Carlisle
CA2 7HY

Telephone:

01228 814018

Email:

complaints@ncic.nhs.uk

We are values driven organisation and our values of respect, kindness, ambition and collaboration guide how we deal with your complaint. All complaints will be dealt with equally and will not affect the care you receive.

Advocacy Services

Advocacy services can offer support to patients and carers who wish to pursue a complaint about their NHS treatment and care. This service is free, confidential and independent. If you require further information please contact our team who will be happy to provide this for you. If you feel you need independent help and support to make a complaint, contact:

People First Independent Advocacy:

Tel: 03003 038 037

Email: admin@peoplefirstcumbria.co.uk

Complete the online self-referral form: <http://www.peoplefirstcumbria.org.uk/contact-us>

Can I make a complaint for someone else?

Yes – however, if you are making a complaint on behalf of another person, you need to make sure that the other person knows you are doing this and agrees with the complaint. We must get their permission (consent) to deal with the matter. If the person you are complaining for is unable to understand, we will explain or discuss this with you before a decision is made about what to do. Please contact the Complaints Department for further advice about capacity and consent.

When should I complain? You should complain as soon as possible after you notice a problem.

The NHS will only investigate complaints made:

- Within twelve months of the event happening.
- Within twelve months of you realising you need to complain – ideally this should not be more than one year from the event happening. These time limits however can be waived if there are good reasons why you could not make the complaint sooner.

What will happen when I make a complaint? We will acknowledge your complaint within three working days of receiving it.

A senior member of Trust staff will then investigate your complaint. The Trust aims to resolve complaints as quickly as possible and issue a response within a maximum of 40 working days unless an extended timescale is agreed with a complainant. If any agreed timescales are unable to be met due to exceptional circumstances, we will provide the complainant with an update.

What about confidentiality?

Everyone in the NHS has a duty to protect confidentiality. However, information from your health records may have to be shared with clinical and managerial staff investigating your complaint. All information relating to complaints is stored securely and separately from your health records.

What if I am not happy with the response to my complaint?

If you are unhappy with the response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman to review your case. The Parliamentary & Health Service Ombudsman carries out independent investigations into complaints about the NHS in England.

Write to:

Parliamentary & Health
Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel:

0345 0154 033

Email:

phso.enquiries@ombudsman.org.uk

Web:

www.ombudsman.org.uk

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team

01228 603961 | Information.Governance@ncic.nhs.uk

Large print, other languages and formats

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890** or email: communications.helpdesk@ncic.nhs.uk or write to: Communications, Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY

happierhealthiercommunities.