

TWO HARBOURS HEALTHCARE LTD
COMPLAINTS PROCEDURE

As the federation provides services in various locations, it is recognised that patients may not know who to address complaints to. As such an agreement for active engagement with patients (F&F follow up, Mailshots, website updates etc) and continuous feedback with service providers and members is necessary.

This policy is linked to all member practice's policies in the recognition that patients are most likely to complain to their registered practice.

Any complaints may be discussed in the first instance with the company secretary, Mrs Ann Klust, by appointment only. All complaints will be dealt with in the strictest confidence. You can contact via Phone 01305 782226 Email ann.klust@dorsetgp.nhs.uk or write to Two Harbours Healthcare, Wyke Regis Health Centre, Portland Road, Wyke Regis, Weymouth, Dorset, DT4 9BE.

Federation Complaints Procedure

We always try to give you the best services possible, but there may be times when you feel this has not happened. Here we explain what to do if you think you need to raise a concern or make a complaint about services provided.

How do I make a complaint?

If you can, please discuss your concerns with the staff involved. Often they are the best person to help you and can sort out any problems straight away.

If this does not solve the problem, or is inappropriate, please contact our company secretary (info above), the person responsible for co-ordinating our complaints procedure.

How do I complain on behalf of someone else?

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

When should I complain?

Please make your complaint as soon as possible after the event, either:

- within 12 months of the incident that caused the problem; or
- within 12 months of you becoming aware of a cause of complaint

Occasionally complaints will be investigated outside these time limits if there are good reasons why a complaint could not be made.

What will happen when I complain?

Your complaint will be investigated as quickly as possible. An action plan and timescale will be agreed with you. The company secretary will acknowledge a complaint within 5 working days but in the absence of the company secretary another member of the Management Team will respond appropriately to the complainant. The type and complexity of the complaint will determine the time scale of the investigation. The complainant will be kept updated at appropriate intervals throughout the investigation. We may need to contact other members of staff to find out what has happened and decide what action is required to resolve your complaint. The complainant will be kept updated when delays occur during the investigation and the reasons why.

We may offer a meeting to discuss the outcome of the investigation, particularly if there are

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any outstanding concerns.

This part of the complaints procedure is called local resolution.

If I still feel dissatisfied - what then?

We hope that, if you have a problem, you will use our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong, create an opportunity to improve upon what we do if necessary, and maintain a good relationship with you.

However, if you feel unable to discuss with us directly or if you feel dissatisfied with the result of our investigations, you have the right of redress through any of the following organisations:

Parliamentary and Health Service Ombudsman

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

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Telephone: 0345 015 4033

The Independent NHS Complaints Advocacy Service

Telephone: 01305 251033

Website: www.dorsetadvocacy.co.uk

A free confidential service that advises and supports people who are complaining about the NHS. The service is independent of the NHS and is currently provided in Dorset, Poole and Bournemouth by Dorset Advocacy.

NHS Commissioning Board- NHS England

NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net with 'For the attention of the complaints manager' in the subject line.

Telephone: 0300 311 22 33

Healthwatch

Healthwatch Dorset, Freepost BH1902, 896 Christchurch Road, Bournemouth, BH7 6BR

In person: at any Citizens Advice Bureau in Dorset, Poole or Bournemouth.

Telephone: 0300 111 0102

Website: www.healthwatchdorset.co.uk

The Care Quality Commission

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Phone: 03000 616161

Website: www.cqc.org.uk

You can contact the CQC if you are unhappy with a service even when you don't want to make a complaint.

January 2020

Review due January 2021