NHS
Calderdale and Huddersfield
NHS Foundation Trust

Talk to Us: Compliments, Comments, Concerns or Complaints

An Information Guide

Commitment to Compassionate Care

At Calderdale and Huddersfield NHS Foundation Trust we are committed to providing compassionate care. To help improve our services we welcome your suggestions so we can work together to provide care which better reflects your needs. Through listening to your views we can continue to develop and improve the services we offer.

So that we can continuously improve our services we are interested in any of the four C's:

- Compliments
- Comments
- Concerns
- Complaints

Compliments and Comments

Our staff are here to help you and it is important for them to know if you have any compliments or comments about the care and service offered. This gives us the opportunity to build on areas of good practice or review current services in order to ensure that high standards are maintained across the Trust. You can comment on the service offered by speaking directly to staff, or by writing to the ward or department. Feedback can also be provided through our website at **www.cht.nhs.uk.** Your views can make a positive difference.

compassionate care

Who can raise concerns or make a complaint?

You have the right to raise concerns or to make a complaint about any matter connected with the provision of care or treatment. A complaint can also be made on behalf of someone who has received care or treatment once their written consent has been obtained.

Members of Parliament (MP) are considered to have the consent of the patient when pursuing complaints on their behalf (Data Protection Act 1998 – Processing Sensitive Personal Data – Elective Representatives Order 2002).

Children are able to make a complaint about a service they have received. Parents and legal guardians may also raise complaints for children; however, consent will be required from the patient if he or she is over 16 years old.

Is there a time limit to make a complaint?

If you wish to make a complaint it is important that you do so as soon as possible after the event that caused the complaint. Under the NHS Complaints Procedure a complaint must be made no later than 12 months after the date when the incident you are complaining about occurred or came to your notice. Complaints received later than this will be considered by the Trust on an individual basis, depending on circumstances.

What if my complaint involves one or more organisation?

If the issues you raised involve services not provided by our Trust, we will contact you to discuss whether you would prefer a separate or joint response. If a joint response will be helpful we will need the patient's permission to obtain and share information with the other agencies involved. We will then contact the other agencies to agree who will lead the complaint and how long it will take.

Is there independent help or support available in making my complaint?

The NHS Complaints Advocacy Service is not part of the Trust, and can provide independent advice and support. Their contact details are:

For Halifax Residents
Healthwatch Calderdale
Elsie Whiteley Innovation Centre
Hopwood Lane
Halifax
HX1 5ER
Tel: 01422 399433
Email: **info@healthwatchcalderdale.co.uk**

For Huddersfield Residents
Touchstone Advocacy Service
Dewsbury Business Centre
13 Wellington Road East
Dewsbury
WF13 1HF
Tel: 01924 460211
Email: **advocacy@touchstonesupport.org.uk**

The Complaints Procedure

There is a two stage complaints procedure across all Health and Social Care organisations, which aims to be:

- customer focused
- open and accountable
- fair and proportionate

We are committed to working together to put things right and seeking continuous improvements to the service we provide.

Local Resolution - Stage One

We are keen to resolve your concerns locally whenever possible. If you are unhappy with the service we have provided, we want to know what we can do to help. Please speak to the staff on the ward or in the department, as they are best placed to help you resolve any issues.

Ideally, complaints and concerns about care or treatment should be raised with the staff on the ward or department at the time they occur. Frontline staff who are providing care and assistance are able to address any issues raised immediately and, where possible, resolve them. Should they be unable to resolve the issues straight away, staff should provide you with a clear plan of action and the time they think it will take them to respond.

We realise that some people may not feel that they are able to raise issues with staff, so therefore we have a dedicated team who will be able to assist you throughout the complaints process:

Patient Advice

If you feel you would prefer to speak to someone who is not part of the ward or clinic team then you can speak to a member of the Patient Advice, who will try to answer your questions and resolve your concerns as quickly as possible. They offer confidential advice, support and information on health related matters to patients, their families and their carers. You can telephone between 09:00 hours and 17:00 hours Monday to Friday on 0800 013 0018 or 01484 342825. Alternatively you can email Patient Advice at **patientadvice@cht.nhs.uk**

Complaints

If your complaint needs to be investigated and a formal response is required then you should set out your concerns in a letter. Letters of complaint should be addressed to:

The Patient Advice and Complaints Department
Calderdale and Huddersfield NHS Foundation Trust
The Old Chapel
Calderdale Royal Hospital
Salterhebble
Halifax
HX3 0PW

Email: **patientadvice@cht.nhs.uk**

To help us investigate your complaint, please provide details of the patient's full name, date of birth, ward and the date of the incident. Once your complaint has been received it will be acknowledged, usually in writing, within three working days.

Your complaint will be sent to an investigator, who will be responsible for investigating your concerns. Many investigations are carried out by a Matron, General Manager, or Service Manager.

The investigator will contact you to clarify the issues for investigation and the timescales for their enquiries. During the investigation they will look at any records that have been made and speak to the staff involved to understand what should have happened and compare this to what actually happened.

The completed investigation and response is then reviewed by senior divisional managers to confirm that the investigations have addressed the issues raised, before being passed to the Chief Executive's Office for review. We will do all we can to provide you with an open, honest and comprehensive response to your complaint and, when appropriate, details of the actions taken to prevent similar incidents happening again.

In order to resolve your concerns, meetings can be arranged between you and the Senior Managers responsible for the staff involved. Meetings can be helpful if a lot of clinical explanations are required, which may be difficult to convey on paper.

If you are dissatisfied with any aspect of the process we would urge you to come back to us so that any further action to resolve your concerns can be agreed.

Parliamentary and Health Service Ombudsman – Stage Two

If you are not happy with how we have dealt with your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone. To take a complaint to the Ombudsman visit **www.ombudsman.org.uk** or call 0345 015 4033.

For further information about the NHS complaints procedure please contact us:

Address:

The Patient Advice and Complaints Department
Calderdale and Huddersfield NHS Foundation Trust
The Old Chapel
Calderdale Royal Hospital
Salterhebble
Halifax
HX3 0PW

Email: **patientadvice@cht.nhs.uk**

If you have any comments about this leaflet or the service you have received you can contact :

Patient Advice and Complaints Manager
Calderdale Royal Hospital
Telephone No: 0800 3130018 or 01484 342825

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obrat'te se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"