

## CONCERNS & COMPLAINTS

### Why make a complaint?

As commissioners it is our priority to ensure that our patients receive the highest quality care in line with best clinical practice. However, sometimes things can go wrong and you may not be happy with the treatment or service you, or a person close to you, has received or about the decisions related to commissioning of services.

### Who can I talk to about my concerns?

In the majority of cases the best way to resolve your concerns as quickly as possible is with the front-line staff of the service or organisation you are complaining about.

It is helpful if the NHS organisation/primary care practitioner providing the service is made aware of your concerns as they may be able to sort these out to your satisfaction at the time. You can do this immediately by speaking to a member of staff in that organisation. Where the complaint is complex or you wish for a more considered approach to be taken you will be directed to the organisation's Complaints Officer for advice and information.

### PALS

Some organisations have a PALS service. If you are not happy about something but you do not want to make a complaint immediately you can speak to the PALS team who will listen to what you have to say and try to resolve your concerns quickly. If they

cannot help you they will point you in the right direction to make sure that you can voice your concerns. **The CCG does not have a PALS service.**

### What happens if I am still not satisfied?

If attempts at local resolution have not resolved your concerns you have the right to make a complaint.

Before you make a complaint it is important to think about what you would like to happen as a result of your complaint and to make it clear what outcomes you are expecting at the outset. For example, you may want:

- an apology
- an explanation
- changes or improvements made
- to ensure people recognise their mistakes
- to ensure the same thing does not happen again

### The Complaints Procedure

You can use the NHS Complaints Procedure to complain about anything to do with the services that an NHS hospital, community health service, mental health service or primary care practitioner (for example: GPs, dentists, opticians, pharmacists etc.) has provided. When you have a complaint about more than one organisation it is agreed who will take the lead on investigating your complaint and organisations will work together to provide you with a single response from all services involved. We can also assure you that making a complaint will not adversely affect your treatment and care.

### Who can complain?

Anyone who is receiving/has received treatment/care from an NHS organisation or Primary Care provider.

You can also complain on behalf of someone else if you have their permission to do so in writing.

### What is the time limit for making a complaint?

You should normally complain within 12 months of the event, or within 12 months of becoming aware that you have something to complain about. It is sometimes possible to extend this time limit if there are good reasons why you could not complain earlier.

### How do I go about making a complaint?

You can make a complaint verbally, in writing or via email directly to the service provider. Alternatively, if you have a complaint about a GP, dentist, pharmacy or optician that can't be resolved locally you can contact NHS England or, if your complaint is about the commissioning of services, Bromley CCG. However, NHS England and the CCG are usually unable to look into your concerns without information from the service provider so you will be asked for permission.

### Who do I contact?

#### ➤ **NHS England**

**Address:** NHS England, PO Box 16738, Redditch, B97 9PT

**Tel:** 0300 311 2233

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**In subject line, state:** 'For the attention of the complaints team'

#### ➤ **Bromley CCG**

**Address:** Complaints Manager, Bromley Clinical Commissioning Group, Global House

10 Station Approach, Hayes, Kent BR2 7EH

**Tel:** 0203 930 0100 (Main Reception)

**Email:**  
[BROCCG.Complaints@nhs.net](mailto:BROCCG.Complaints@nhs.net)

#### ➤ **King's College Hospital NHS Foundation Trust**

**PALS:**

**Denmark Hill**

**Tel:** 0203 299 3601

**Email:** [kch-tr.PALS@nhs.net](mailto:kch-tr.PALS@nhs.net)

#### **Princess Royal University Hospital & South Sites**

**Tel:** 01689 863252

**Email:** [kch-tr.palskent@nhs.net](mailto:kch-tr.palskent@nhs.net)

**Complaints:**

Complaints Office

King's College Hospital

Denmark Hill, London SE5 9RS

**Tel:** 0203 299 3209 / 4501

**Email:**

[Kch-tr.complaints@nhs.net](mailto:Kch-tr.complaints@nhs.net)

or use the form via the

**Website:**

<http://www.kch.nhs.uk/contact/complaints>

#### ➤ **Oxleas NHS Foundation Trust**

**Address:** Pinewood House, Dartford, Kent DA2 7WG

**Tel:** 0800 917 7159

**PALS Email:**

[oxl-tr.pals@nhs.net](mailto:oxl-tr.pals@nhs.net)

**Email:** [complaints@oxleas.nhs.uk](mailto:complaints@oxleas.nhs.uk)

or use the form via the

**Website:**

<http://oxleas.nhs.uk/compliments-and-complaints>

#### ➤ **Bromley Healthcare – Community Services**

**Address:** Central Court, 1 Knoll Rise, Orpington, BR6 0JA

**Tel:** 0208 315 8880

**Email:** [bromh.complaints@nhs.net](mailto:bromh.complaints@nhs.net)

### When will I hear?

Your complaint will be acknowledged in writing within 3 working days of receipt. You will be advised of the proposed timescale for the

investigation at this point. We may also need to contact you to clarify any issues raised so it is helpful if you could provide an email and/or a daytime telephone number.

### What will happen about my complaint?

Your concerns will be investigated and then you will receive a reply which will aim to show that your concerns have been fully investigated. This should be in line with your agreed complaints plan and might mean receiving an apology, an explanation of what changes and improvements will be made or any further action proposed.

### What happens if I remain dissatisfied following the investigation?

If you are not happy with the response to your complaint you should initially discuss this with the service provider/commissioner who will look at whether anything further can be done by the organisation to address your concerns. Once an organisation believes it has done the utmost to try to address your concerns it will be explained that local resolution is complete and you will be directed to the Parliamentary and Health Service Ombudsman who will consider whether to look into your case.

#### ➤ **The Ombudsman**

The Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
LONDON SW1P 4QP  
**Tel:** 0345 015 4033  
**Fax:** 0300 061 4000  
**Textphone:** 0300 061 4298  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

[Where can I get more advice and help?](#)

If you require any further help with any concerns or a complaint you wish to raise then the following organisations can provide you with some assistance:

#### ➤ **Advocacy for Bromley**

Advocacy for Bromley is made up of two organisations: *Advocacy for All* and *seAp*. They are independent from the NHS and the London Borough of Bromley. All referrals are processed by *Advocacy for All*.

#### **Advocacy for All**

Delivers Care Act Advocacy, Children's Advocacy and Self-advocacy for people with learning difficulties.

#### **seAp**

Delivers Community Mental Health Advocacy and NHS Complaints.

#### **Contact Information**

**Address:** The Civic Centre, St Mary's Road, Swanley, BR8 7BU

**Tel:** 0345 310 1812

**Email:**

[referrals@advocacyforall.org.uk](mailto:referrals@advocacyforall.org.uk)

**Website:**

<http://advocacyforbromley.org/>

#### ➤ **Healthwatch Bromley**

**Provided by Your Voice in Health and Social Care (YVHSC)**

Healthwatch is the independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

**Tel:** 020 3886 0752

**Email:**

[info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

## Will I be asked to give personal information when I make a complaint?

When you are making a complaint you will be asked to provide information about yourself or, if you are not the patient, about the patient.

This information will include details of ethnic background, age and sex. This is to make sure that service users have equal access to services and assistance. We also use this information to plan our services to meet the needs of our local community.

**We will keep all information you give us confidential.**

## Example of a Complaint Letter

[Full Name and Address/ Telephone number / Email Address]

[Date]

[Dear ...]

**Re: Patients name/date of birth/address**

- I am writing to complain about treatment /care services received at **name of clinic/practice/hospital.**
- **Details of what happened, when it happened and where. It helps to include names or titles of members of staff.**
- **Details of what you want to complain about. You should do this by asking questions.**  
For example, why did this happen?  
It also helps if you number the questions as you will then receive a response to each point.
- **Details of what you would like the outcome of the complaint to be.**  
For example, an apology, improvements or an explanation.
- If you need further information please contact me on xxx

Yours sincerely,

**[Sign & Print Name]**