

will happen, and the timescale within which you can expect to receive a response.

Although formal complaints involve a final response letter, we can often resolve issues more effectively by inviting you to meet with clinical and nursing staff. Face-to-face meetings like this will be discussed with you and are arranged with your agreement.

What if I am not happy when I receive my final response?

We strive to resolve formal complaints within the hospital and we will look at every opportunity to reach a satisfactory conclusion.

If you wish to discuss how your complaint will be dealt with, or the timescale for our response, please contact the Assistance & Complaints Service.

Only a small number of cases remain unresolved each year and we are proud of this achievement.

If we feel we have done all we can to resolve your complaint and we have exhausted every avenue open to us, we will let you know.

In these circumstances, there is a further step you can take if you are unhappy with the way the hospital has dealt with your complaint. You can request the Parliamentary and Health Service Ombudsman to look into the matter for you.

How to contact the Assistance & Complaints Service

Telephone: 01246 512640
Fax: 01246 512737
E-mail: CRHFT.ACS@nhs.net

Or call in to the Assistance & Complaints Service in the main entrance of Chesterfield Royal Hospital.

Please ask if you need this leaflet in a different format or another language, or if you need interpreting services to help you make your complaint.

Important information from the Care Quality Commission (CQC)

The Care Quality Commission (CQC) is no longer involved in the national complaints process. Chesterfield Royal Hospital NHS Foundation Trust will investigate your complaint through their local resolution procedures, which are explained in this leaflet. If you're unhappy with the outcome, they will let you know how you can ask for a review.

However, from April 2010, all health and adult social care services (including Chesterfield Royal Hospital NHS Foundation Trust) who provide regulated activities will be required by law to be registered with us (that is with the CQC). Organisations must show they are meeting new essential standards of quality and safety across all of the regulated activities they provide.

If you are concerned about a health or social care organisation and the way it is carrying out its regulated activities you can raise your concerns with us. Call the CQC's customer services team, who are available 8.30am to 5.30pm, Monday to Friday on 03000 616161 or e-mail: enquiries@cqcc.org.uk

You can also write to: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Assistance & Complaints Service - Resolving your concerns
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Resolving your concerns



Chesterfield Royal Hospital **NHS**
NHS Foundation Trust

I have a concern – can you help?

Yes - we want to hear about it.

We can only improve our services if we know when there are problems.

We expect you (our patients, relatives, carers and visitors) to tell us when things aren't 'up to scratch'. If you are unhappy we want to hear about it - and we'll do our best to resolve your concerns as quickly as we can.

Would I be discriminated against if I bring a problem or complaint to your attention?

Letting us know your concerns won't compromise your care or treatment (or that of your relative or friend). We would take action if we discovered that a patient was treated differently after a complaint had been made.

Do you record my concern or complaint?

Information about concerns and complaints is not logged in your patient (medical) record.

We do record them on a confidential database that can only be used by key staff who are involved in investigating your complaint. We use information from the database to produce reports. These do not contain personal details - only facts about the concern or complaint the Assistance & Complaints Service team has dealt with.

It is important that we record this information so we can help the hospital to improve services. Our records show where there are any trends or recurrent problems and if we know about them we can put them right.

The Assistance & Complaints Service uses the information it collates to work with staff across the hospital and to improve patients' and relatives' experiences.

Can I complain on behalf of someone else?

If you are unhappy with the way a friend or relative has been treated, you can complain for them. However, you must tell them what you are doing and you must have their agreement to go ahead.

They may need to sign a consent form - to confirm that they have given you permission to act on their behalf.

In the same way, a friend or relative can make a complaint for you.

What's the best way of raising a concern?

If your concern is about care and treatment, ask to speak to the member of staff who runs the ward, clinic or department and explain that you need to discuss a problem with them. You might see the ward sister, matron, senior matron or a manager.

They will do their best to sort out any difficulties straight away. Most concerns and complaints can be resolved 'on the spot' like this and do not go any further.

If you are not happy with the response, or you would rather speak to someone impartially, contact the Assistance & Complaints Service.

What will happen then?

A member of the Assistance & Complaints Service will act as your 'key contact'. They will discuss with you how you would like your issue handling and you will be asked to agree the process.

Some problems may take longer to deal with, but it may be that we can sort something out while you have a cup of tea in the café.

For more complicated issues, concerns and complaints we have several options to choose from. We may recommend a senior nurse, clinical director or service manager speaks to you on the phone; or that they meet with you at a convenient time.

Formal complaints follow the Local Authority Social Services and National Health Service Complaints (England) regulations 2009. This means an investigation will take place.

Whatever process we follow will be with your agreement and all the choices will be explained to you.

Why is a formal complaint different?

Complex issues tend to be about clinical care and treatment. They may need a more in-depth investigation, which takes time to work through to reach a satisfactory outcome.

Formal complaints can be made in writing, or over the phone. If you make your complaint by phone a member of the Assistance & Complaints Service team will type up the details and send them to you. This is to confirm we have all the facts correct.

A formal complaint will be acknowledged by letter or phone call, depending on your preference. The acknowledgement lets you know that your complaint has been actioned that an investigation