

Suggestions, Ideas & Complaints England

Partnerships in Care (PiC) strives to offer the highest quality of care and service to all our patients, their carers and all other stakeholders. We recognise the importance of providing high quality care to people who at this point in their lives are relying on us to provide support and stability.

We believe it is important that patients, carers and relatives are treated with respect and dignity and find it easy to make their views known to us.

Continuous service improvement is a priority for PiC and we are committed to involving patients, family members and carers in developing our services. We do this by:

- holding ward community meetings for patients
- seeking feedback on current issues from patient representatives or councils
- carrying out regular service user satisfaction surveys
- regularly reviewing themes arising from formal complaints.

What do I do if I have a suggestion or idea?

If you have an idea or suggestion of things that you might like to change in the service we would ask you to:

- talk to your Primary or Named Nurse
- raise the issue at your ward community meeting and / or
- ask your ward representative to raise the issue at the Patients Council meeting.

What do I do if I would like to complain?

If you are unhappy with anything relating to your care, we would first ask you to speak to either the ward staff or your Responsible Clinician.

If however you are not able to resolve your situation and wish to formalise this you should either:

- speak with a member of staff on the ward who will log your complaint and discuss this with the nurse in charge, or
- put your complaint in writing to the complaints officer.

If you need help in raising a complaint you may seek help from a member of staff; a carer or advocate.

What happens next?

We would like to reassure you that your concerns will be treated with the utmost importance and we are committed to resolving complaints as quickly as possible.

We aim to resolve less serious complaints within two working days and we do this by talking to you about your complaint and to see if we can come to agreement on how the issues should be resolved.

In our experience the majority of complaints can be resolved at ward level and if this is the case your complaint will be put into the ward complaints log and you will be asked to countersign that you are happy with the outcome.

When a complaint is serious the hospital's complaints officer will come and talk to you about the complaint, then start a formal investigation.

You should receive a letter from the complaints officer within two working days outlining the nature of your complaint, unless we think your complaint can be resolved within five working days.

We aim to investigate all formal complaints within 20 working days. When this is not possible you will receive a letter telling you why & when we expect the investigation to be finished.

When the investigation is finished you will receive a written outcome summarising our findings and any decisions about further actions to be taken.

What if I am not happy about the outcome of my complaint?

If you are not happy with the outcome of a complaint investigated by the hospital you can appeal both within and outside of PiC. Appeals within PiC are investigated by the Director of Policy and Regulation and appeals outside of PiC are investigated by the relevant external body.

If you are not happy with the outcome of an appeal carried out by PiC you can make another appeal to the relevant external body.

ADDRESS FOR INTERNAL APPEALS

The Director of Policy and Regulation

Partnerships in Care Ltd
2 Imperial Place, Maxwell Road
Borehamwood
Herts WD6 1JN
Telephone: 020 8327 1800

ADDRESS FOR EXTERNAL APPEALS IN ENGLAND

The Parliamentary and Health Service Ombudsman

Health Service Commissioner of England
13th Floor, Millbank Tower
Millbank
London SW1P 4QP
Telephone: 0345 015 4033