

Complaints Policy

Policy Owner	Patient Experience Manager
Date of policy	Oct 2024
Frequency of review	2 years
Date of last review	Oct 2024
Date of next review	Oct 2026

Information for patients

If you have a complaint, concern or feedback about the care or service you have received from the Living Well Partnership (LWP), please let us know. We operate a feedback and complaints procedure in line with NHS guidance, to ensure that;

- Complainants receive clear information about the complaints procedure, or advice on where they may obtain assistance with making a complaint
- Complaints are dealt with efficiently.
- Complaints are properly acknowledged and investigated.
- Complainants may be offered the opportunity to discuss their complaint, if it is believed that this would be helpful. All complainants can request to discuss their complaint.
- Complainants are kept informed of progress and told the outcome of their complaint.
- Appropriate action is taken following a complaint.
- Complainants are treated fairly, politely and with respect.
- The care and treatment of patients will not be affected as a result of making a complaint.

Giving feedback

Feedback helps us to improve the quality of care and services we provide. You can give good or bad feedback through the 'Friends and Family Test' on our website, online via NHS Choices, via automated text message following a consultation, by completing a feedback form available at each of our practices, or you can speak to a member of staff, normally a member of our Patient Services Team.

We hope that in most cases, issues can be resolved quickly and easily, often at the time they arise, by discussing your concerns with us. If your problem cannot be resolved in this way, you may wish to make a complaint.

Making a complaint

If you wish to make a complaint, please let us know **as soon as possible**, to enable us to establish what happened easily and efficiently. If it is not possible to do this, please provide us with details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of the incident coming to your attention.

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Complaints received outside of these timescales may not be investigated.

All complaints should be addressed to our Complaints and Patient Feedback Officer and should be provided in writing, where possible, or via email to hiowicb-hsi.livingwell.partnership@nhs.net . If this cannot happen and your complaint needs to be made verbally, a written record of your complaint will be made.

You may request to discuss your concerns with our Complaints and Patient Feedback Officer. It will be a great help if you are as specific as possible about your complaint and have any relevant dates/times recorded in preparation.

Alternatively, you can raise your complaint with The Primary Care Complaints Team who can assist you:

South East Complaints Hub

NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone Number: 0300 561 0290

Email: Frimleyicb.southeastcomplaints@nhs.net

Website: westhampshireccg.nhs.uk

Complaints can only be raised with Living Well Partnership or The Primary Care Complaints Team, not both.

What we will do

We will acknowledge your complaint within three working days of receipt. Following this, we will conduct an investigation into your complaint, in order to provide you with an explanation or resolution. If you request a discussion regarding your complaint, we shall promptly endeavour to arrange this at a mutually agreeable time.

When we investigate your complaint, we shall aim to:

- find out what happened and what went wrong;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

There's no set timeframe within which we will conclude our investigation as it will depend on the nature of your complaint, the complexity and the period of time your complaint spans. We will do our best to keep you informed of any unexpected delays. However, if you do not receive a response or decision from us within 6 months of making a complaint, we will provide you with the reason for the delay.

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Complaining on behalf of someone else

We adhere to the rules of medical confidentiality, so if you are complaining on behalf of another person over the age of 16, we must have their permission for you to do so on every occasion. A signed consent form by the person concerned will be requested unless they are incapable of providing this. Consent is required even if you already have permission to speak to the Partnership about ongoing health matters on the person's behalf. If we do not receive a signed consent form within 3 months, we shall presume that the patient does not wish for the complaint to be investigated.

If the person is over 16 and their mental capacity is unimpaired, they should normally complain themselves.

Children under the age of 16 can also complain.

Getting help with making a complaint

If you need support or advice about making a complaint, the following organisations can help:

- contact your local council via the GOV.UK website, who can direct you to an independent NHS Complaints Advocacy Service in your area;
- visit the Healthwatch website: <http://www.healthwatchhampshire.co.uk/> or call Healthwatch Hampshire: 01962 440 262; or
- contact Citizens Advice for support on: 0800 144 8848

If you're not happy with the response to a complaint

We hope that if you have a problem, you will use our complaints procedure in the first instance. We believe this will give us the best chance of addressing and resolving your concerns and provides us with the opportunity to improve our practice.

This does not affect your right to approach the Parliamentary and Health Service Ombudsman if you are dissatisfied with the result of our investigation. The Parliamentary and Health Service Ombudsman is an independent body established to promote improvements in healthcare and other public sector organisations.

You can ask the Parliamentary and Health Service Ombudsman to review your complaint by calling 0345 015 4033 or you can write to them at:

The Parliamentary and Health Service Ombudsman

Citygate
51 Mosley Street
Manchester
M2 3HQ
Tel: 0345 015 4033
<https://www.ombudsman.org.uk/making-complaint>

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