

A Patient's Guide to the NHS Complaints Procedure

The people who provide your care will do whatever they can to ensure you are treated properly and without delay. If you have had a great experience we would love to hear about this.

However we do recognize that sometimes things do not go as we would expect, and we take this very seriously. We always aim to learn from feedback from patients and their families and would very much like to help put things right.

This booklet aims to help you if you have a complaint about healthcare services provide by the NHS. Healthcare services include:-

Community Health Services

Adult Community Nursing,

Ambulance Services,

Children & Families Services (including Family Planning, Health Visiting and School Nursing),

Podiatry, Speech & Language Therapy, Occupational Therapy,

Physiotherapy and Dietetics,

Prison Healthcare,

Ramsey & District Cottage Hospital,

Salaried & Community Dental Services

Speech & Language Therapy

Manx Emergency Doctor Service

Mental Health Services

All in-patient and out-patient mental health services

Acute Hospital Services

All in-patient and out-patient services provided through Noble's Hospital.

Contracted Health Services

GP Practices, General Dental Practices, Community Pharmacists, Opticians and Ophthalmics have their own complaints procedures. Staff in these practices will be able to give you details of how to complain. You can also write to Family Practitioner Services (see page 9), who will forward your complaint to the appropriate person to investigate.

Who can help you?

In the first instance discuss your concern or complaint with the healthcare professional looking after you. You can also ask to speak to the healthcare professional in charge, or the Service Manager if you have any concerns or complaints. They should be able to help you to resolve any issues quickly, or arrange for you to meet with the appropriate staff to discuss your concerns further.

If your concern or complaint remains unresolved, you can make a formal complaint and the contact details for this are contained at the back of this leaflet.

Complaints will be investigated through the Local Resolution stage of the NHS Complaints Procedure. Complaints must be made within six months of the event, or knowledge of the event.

You will be provided with a comprehensive response, which answers your concerns and, where possible, by those who know the most about your care. Please be assured any complaint or concern you raise will not affect your current or future care and management.

Who can complain?

Anyone who is receiving or has received health care or services provided by the National Health Service and is dissatisfied with the treatment received.

If you are unable to complain yourself, then someone else, such as a close relative or friend, can complain for you on your behalf. Your consent will be required; you should be mindful that the response to your complaint may contain some personal and sensitive information that you may not wish to share with a third party.

Local Resolution Stage

Local Resolution under the Complaints Procedure gives you the right to have a comprehensive written reply from a relevant senior manager. The Department aims to do this within 20 working days of receiving your written complaint.

It is possible however, that due to the complexity of a complaint that might involve more than one area of service, this time frame may be exceeded. Where there are reasons why this cannot be achieved, you will be kept informed of progress periodically.

As part of the procedures, you will be offered a meeting early in the process to see if we can resolve your concerns as quickly as possible. If you think this would be useful, a meeting will be arranged with you and you may, of course, be accompanied at this meeting. If you agree to the meeting this would be with the most appropriate senior manager and/or health professional that can help in your case.

Your complaint will be investigated by the most appropriate senior healthcare professional or manager. Sometimes they may need to involve other staff to establish what happened and to decide what action to take.

In some circumstances it may be necessary to review the health records the complaint relates to and care will be taken to ensure confidentiality.

Complaints about contracted services will be responded to by that service and not the DHSC at this stage.

What if Local Resolution is unsuccessful?

If you are not satisfied with the outcome of Local Resolution, then you can apply for your complaint to be considered by the Independent Review Body. You should do this within 28 working days of the date of the letter telling you about the outcome of Local Resolution. Please provide them with the following information:

- Patient's name
- Patient's date of birth
- Patient's address
- The date on your response letter
- A full account of your complaint and why you remain dissatisfied with the outcome of Local Resolution.

Your request for an independent review of your complaint will be considered by an independent Convenor, who will ask you to explain in writing why you are not satisfied with the outcome of Local Resolution. The Convenor will consider if any other Local Resolution action might resolve your problem. If not, the Convenor will call an Independent Review of your complaint by a special panel.

If the Convenor decides not to set up a panel and you are not satisfied with that decision, you may appeal that decision and ask for another Convenor to consider your complaint. Where the second Convenor decides not to set up a panel, this is the end of the Complaints Procedure.

Please bear in mind that the Independent Review Body process will only review those elements of your complaint that have already been considered at Local Resolution.

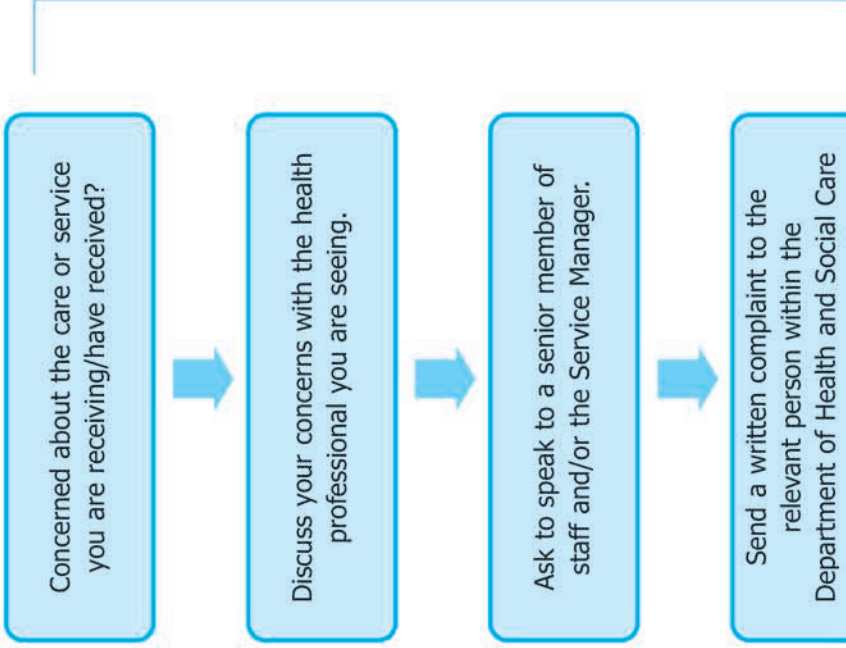
Independent Review Body

The Independent Review Body Panel, if convened, will consist of three people who are independent of the Department of Health and Social Care; a Chairperson, a Convenor and one other person. The Panel will reexamine fully the concerns referred to it by the Convenor and, so far as is possible, talk to the people the Panel considers being relevant.

The Panel will also obtain any specialist advice which it feels is needed. Difficulties may arise in finding a suitable date when all relevant parties can attend; therefore it may take some time before it is possible to announce the date for the hearing. After the hearing a report will be prepared setting out the results of the investigation, together with its conclusions and any appropriate comments or suggestions.

You will be given a copy of the report and the relevant senior manager will write to tell you of any action being taken as a result of the Panel's recommendations.

NHS Complaints Procedure



- see contacts on page 9

Your complaint will be investigated by the most appropriate senior staff.

You will be offered a meeting to discuss your concerns with senior staff.

You will receive a written response within 20 working days.

If you are not satisfied with the response you can either discuss it with us or contact the Independent Review Body who will consider your case further.

Consider independent advice from Age Concern or the IOM Health Care Association

Issues that cannot be dealt with under the NHS Complaints Procedure

These include:

- Detention under the Mental Health Act 1998;
- Complaints about private treatment;
- Events requiring referral and/or investigation by a professional body, e.g. General Medical Council, Nursing and Midwifery Council.;
- Events about which you are already taking legal action;
- Events outside of the 6-month time scale.

For your assistance

If you are not sure whether your complaint can be dealt with under the NHS Complaints Procedure please contact the teams whose contact details are contained at the back of this book.

If you do not wish to make direct contact with the service directly, then both the Isle of Man Health & Care Association and Age Isle of Man are independent, confidential advocacy services, which provide support free of charge. They can help you set out your complaint and then liaise on your behalf with the health care service. They can also act as your representative throughout the entire complaints procedure at your request.

Contact details

Community Health Services:

Patient Safety & Governance
Community Health Services
Crookall House
Demesne Road
Douglas
Isle of Man IM1 3QA
Telephone (01624) 642628

Noble's Hospital

Patient Safety and Quality Team
Noble's Hospital
Strang
Douglas
Isle of Man IM4 4RJ
Telephone (01624) 650793
noblescomplaints.dh@gov.im

Mental Health Services

Quality & Clinical Effectiveness Lead
Cronk Coar
Noble's Hospital Estate
Strang
Douglas
Isle of Man IM4 4RJ
Telephone (01624) 656015

Family Practitioner Services

Crookall House
Demesne Road
Douglas
Isle of Man IM1 3QA
Telephone (01624) 642613
dh@gov.im

Age Isle of Man

19 Drinkwater Street

Douglas

Isle of Man IM1 1AT

Telephone (01624) 613044

IOM Health & Care Association

12 North Quay

Douglas

Isle of Man IM1 4LE

Telephone (01624) 652571

www.iomhaca.im

Independent Review Body

PO Box 281

Douglas

Isle of Man IM99 2SH

nhsirb@manx.net



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

The information in this booklet
can be provided in

large format

or in audio format on request

Department of Health and Social Care

Crookall House, Demesne Road, Douglas

Telephone: 01624 642650

**[www.gov.im/about-the-government/departments/
health-and-social-care/complaints-and-compliments/](http://www.gov.im/about-the-government/departments/health-and-social-care/complaints-and-compliments/)**