

Complaints Procedure for Health Services

A Patient's Guide



Help us to help you

A Patient's Guide to the Manx Care Complaint's 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 recognise 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 information leaflet aims to help you if you have a complaint about healthcare services provided by Manx Care. These healthcare services include:-

Community Health Services

- Adult Community Nursing
- Children & Families Service (including Family Planning, Health Visiting and School Nursing)
- Podiatry, Community Physiotherapy, Adult Speech & Language Therapy, Community Occupational Therapy and Wound Management Clinic (RDCH)
- Prison Healthcare Community Dental Services

Mental Health Services

- All in-patient and out-patient mental health services

Acute Hospital Services

- Ambulance
- All inpatient and outpatient services provided through Noble's Hospital (including inpatient Physiotherapy and Occupational Therapy, Radiology, Dietetics and Children's Speech and Language Therapy)
- Inpatient wards, outpatient clinics, renal unit and minor injury unit at Ramsey and District Cottage Hospital

Contracted Health Services (not directly provided by Manx Care)

GP Practices, General Dental Practices, Community Pharmacists and Opticians have their own complaint's procedure. Staff in these practices will be able to give you details of how to complain. Where matters cannot be resolved, the assistance of the Family Practitioners Service at Crookall House can be obtained.

Who Can Complain?

Anyone who is receiving or has received health care or services provided by Manx Care 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.

Informal Complaints / Concerns

If you have an informal complaint or concern then please raise it with the local service at the earliest opportunity and we will aim to resolve the matter within 5 days. You can do this by approaching the healthcare professional looking after you or the local service manager. If resolution is not achieved within 5 working days then you may wish to have your concern registered as a formal complaint. The relevant contact details can be found on page 7.

Formal Complaints (Local Resolution Stage)

Complaints will be investigated through the Local Resolution Stage of the Manx Care Complaint's Procedure. Complaints must be made within six months of the event, or knowledge of the event and can be submitted in person, via letter, email or over the telephone.

Local Resolution under the Complaint's Procedure gives you the right to have a comprehensive written reply from a relevant senior manager / clinical lead. Please be assured that any complaint or concern you raise will not affect your current or future care and management. Manx Care aim to provide this written response within 20 working days of receiving your written complaint.

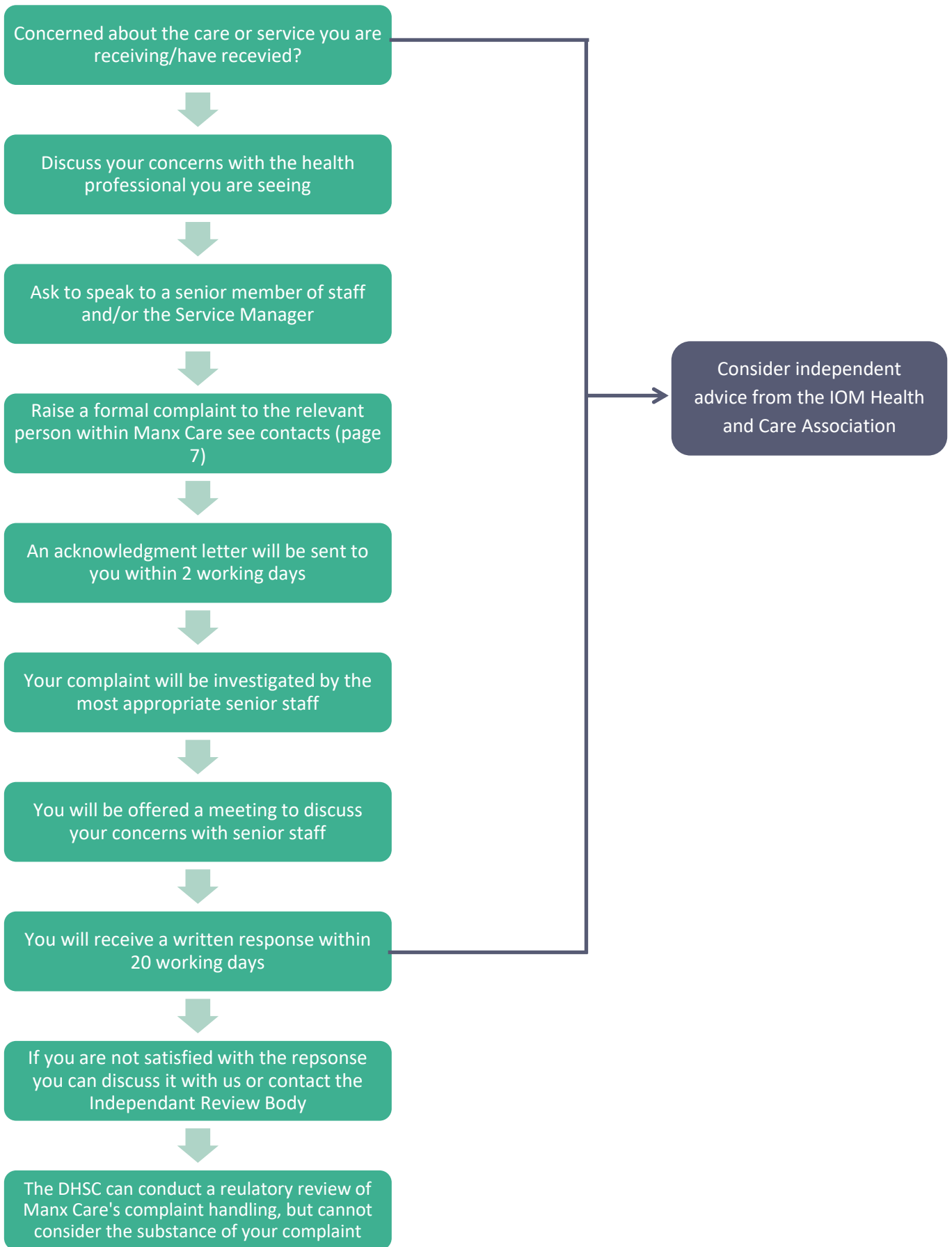
It is possible however, that due to the complexity of a complaint that might involve more than one area of service, this time frame may be exceeded. Where there are reasons why this cannot be achieved, you will be kept informed of progress periodically.

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.

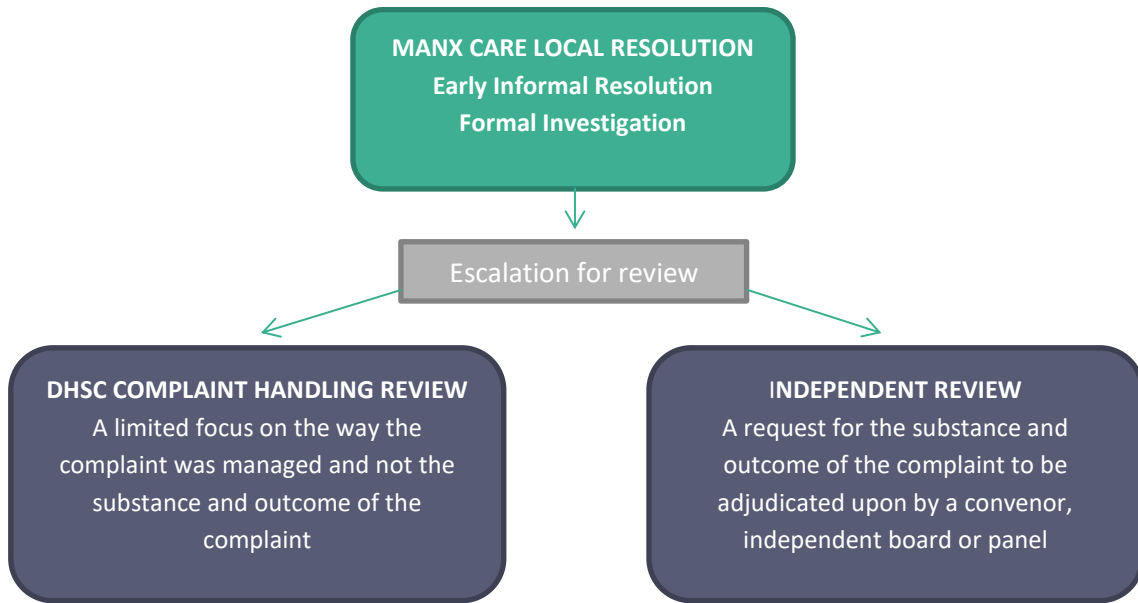
In some circumstances it may be necessary to review the health records the complaint relates to and care will be taken to ensure confidentiality.

If the investigation into your complaint has not been completed, for any reason, at Local Resolution Stage within 6 months of the date on which the complaint was made you can report this to the Independent Review Body (IRB).

The following flow chart summarises the process for complaints:



A complaint about health or social care services made by an eligible person



Information sharing to ensure a consistent approach to complaint review activity

NB: Independent health and social care service providers who are commissioned by Manx Care are required by the Regulations to have their own complaint's procedure.

Any service with an existing complaint's procedure should have complaints investigated and resolved in line with that procedure and will not be subject to review by the Tynwald Ombudsman.

Independent Review Body (IRB)

The IRB has been established as a non government body to provide an independent complaints handling service in accordance with the National Health Service (Complaints) Regulations 2004 as amended by the NHS (Complaints) (Amendment) Regulations 2021.

You can complain to the IRB when local resolution has not been successful and this may be because the investigation undertaken was inadequate, incomplete or unsatisfactory.

Your complaint should be submitted to the IRB within 28 days after you have had the final response from the organisation with which you are not happy. The Regulations do however allow a degree of flexibility with this timescale and if you explain the reasons to the IRB they will be able to advise in this regard.

Upon receipt of your complaint the IRB will ask for your consent for all information relating to your original complaint held by Manx Care / the service provider to be made available to the appointed IRB member (known as 'convenor'). In certain circumstances the IRB may convene a panel to further investigate and this may also include the involvement of an independent expert.

The IRB will review all available evidence and provide you with a report concerning their conclusions and this may include recommendations for the service provider, who are obliged to respond to the IRB and the complainant detailing what actions are to be taken and when they are completed.

For further information on the role of the IRB and their process please refer to the IRB Information Leaflet, available in the downloadable document's section on the Complaints and Compliments page of Manx Care's website. Alternatively a copy can be requested from the Care Quality and Safety Teams detailed on page 7.

IRB Contact Details

PO BOX 281
Douglas
IM99 2SH
nhsirb@gov.im

Issues that cannot be dealt with under the Manx Care 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

For Advice and Signposting

Manx Care Advice & Liaison Service (MCALS)
Telephone: (01624) 642642 / Email: MCALS@gov.im

For Your Assistance

If you are not sure whether your complaint can be dealt with under the Manx Care Complaint's Procedure, please contact the team whose contact details are contained on page 7.

If you do not wish to contact the service directly, the Isle of Man Health & Care Association is an independent, confidential advocacy service, which provides 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 Local Resolution Stage of your complaint.

Manx Care Contact Details	
<p>Hospitals Care Quality & Safety Team Noble’s Hospital Strang Isle of Man IM4 4RJ Telephone (01624) 650793 Email: Noblescomplaints.dh@gov.im</p>	<p>Mental Health Services / Community Health Services Care Quality & Safety Team Reayrt Noa Noble’s Hospital Estate Strang Isle of Man IM4 4RJ Telephone (01624) 686772 Email: Communityfeedback@gov.im</p>
Complaints not related to Manx Care services (follow separate procedure)	
<p>DHSC Chief Executives Office Crookall House Demesne Road Douglas Isle of Man IM1 3QA Telephone (01624) 642621</p>	<p>Family Practitioner Services Crookall House Demesne Road Douglas Isle of Man IM1 3QA Telephone (01624) 642613</p>
Independent Advice and Support	
<p>IOM Health & Care Association 12 North Quay Douglas IM1 4LE Tel: (07624) 425326 Email: Office@iomhaca.im</p>	