

Comments Compliments and Complaints



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We aim to provide the highest standards of care for people using our services. If you have a comment, compliment or complaint to make about your experience of using our services, we would be glad to hear from you.

We will do our best to help resolve any concerns you may have, and your feedback will help us to improve the services we provide. As well as letting us know if you are unhappy about something, it is good to let us know what we are doing well.

This factsheet gives you information about how to provide a compliment or comment and how to raise a complaint.

The Trust encourages complainants to speak openly and freely about their concerns. We would like to reassure you that you will not be discriminated against for making a complaint against the organisation.

The Patient Experience Team can take a verbal compliment or comment from you, regarding the services that you have been receiving.

The Patient Experience Team can also support you to raise a complaint. It is always best to raise any concerns or queries as soon as possible, so speak to a member of staff, your health professional, or ward manager in the first instance if possible.

If you would prefer to speak to someone else, you can contact the Patient Experience Team who can:

- Provide confidential, on the spot advice and support.
- Record and deal with your compliment or comment.
- Help resolve concerns about the care we provide.
- Provide you with information on advocacy.

Write to:

The Patient Experience Team
Cumbria Partnership NHS Foundation Trust
The Coppice
Carleton Clinic
Cumwhinton Drive
Carlisle
CA1 3SX

Telephone: 01228 602128

Text: 07827 312 699

Freephone: 0800 633 55 47

Email: pet@cumbria.nhs.uk



How do I make a formal complaint?

There are a number of ways you can make a formal complaint.

Write a letter to:

Chief Executive	or	Cumberland Infirmary
Voreda House		Carlisle
Portland Place		CA2 7HY
Penrith		
CA11 7QQ		

Telephone: 01228 602 128

Freephone: 0800 633 5547

Email: pet@cumbria.nhs.uk

Text: 07827 312 699

Visit our website and fill in the online form:

www.cumbriapartnership.nhs.uk

You may prefer to discuss your complaint face to face with a member of the Patient Experience Team. If so, contact us to request a meeting. When you make your complaint you need to tell us:

- what the problem was/is
- when and where it happened
- your full name and address
- the patient's name, if you are complaining on behalf of someone else
- what you would like to happen

It is helpful if you give us a telephone number or e-mail address so we can contact you, as this often helps to speed up dealing with your complaint.

Advocacy Services

Advocacy services can offer support to patients and carers who wish to pursue a complaint about their NHS treatment and care. This service is free, confidential and independent.

If you require further information please contact our team who will be happy to provide this for you. If you feel you need independent help and support to make a complaint, contact:

People First Independent Advocacy

Tel: 03003 038 037

Email: admin@peoplefirstcumbria.co.uk

Complete online self-referral form: <http://www.peoplefirstcumbria.org.uk/contact-us/>

Can I make a complaint for someone else?

Yes – however, if you are making a complaint on behalf of another person, you need to make sure that the other person knows you are doing this and agrees with the complaint. We must get their permission to deal with the matter. If the person you are complaining for is unable to understand, we will discuss this with you before a decision is made about what to do.

Please contact the Patient Experience Team for further advice about capacity, consent and the complaints procedure on **01228 602128**.

When should I complain?

You should complain as soon as possible after you notice a problem. The NHS will only investigate complaints made:

- Within twelve months of the event happening.
- Within twelve months of you realising you need to complain – ideally this should not be more than one year from the event happening. These time limits however can be waived if there are good reasons why you could not make the complaint sooner.

What will happen when I make a complaint?

We will acknowledge your complaint within three working days of receiving it. A manager will then investigate your complaint. The Trust aims to resolve complaints as quickly as possible and issue a response within a maximum of 35 working days unless an extended timescale is agreed with a complainant. If any agreed timescales are unable to be met due to exceptional circumstances, we will provide the complainant with a progress report and agree an extended timescale.

What happens if I am detained under the Mental Health Act?

Patients who are detained under the Mental Health Act 1983 have the same rights as other NHS patients to complain about their treatment and care. However, they have additional rights under this Act. **The Care Quality Commission** can provide advice and assistance to complainants making a complaint against a health service, in ensuring that the service is fully meeting the requirements of the Mental Health Act.

Their powers are limited to the duties and responsibilities in the Mental Health Act, however, they can make sure that health services are correctly applying and interpreting the Mental Health Act – the key law which ensures that the rights of people subject to detention, guardianship or supervised community treatment are respected and retained.

You can contact them at:

CQC National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone: 03000 616161

What about confidentiality?

Everyone in the NHS has a duty to protect confidentiality. However, information from your health records may have to be shared with clinical and managerial staff investigating your complaint. All information relating to complaints is stored securely and separately from your health records.

What if I am not happy with the response to my complaint?

If you are unhappy with the response to your complaint, you have the right to ask the Parliamentary & Health Service Ombudsman to review your case. The Parliamentary & Health Service Ombudsman carries out independent investigations into complaints about the NHS in England.

Write to:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Web: www.ombudsman.org.uk

Freedom of Information Act

The Freedom of Information (FOI) Act is a law that gives people the general right to see recorded information held by public authorities. If you have submitted a FOI request and are unhappy with the response you have been given, you have the right to complain under the Trust's formal complaints procedure. Information on your rights under the Freedom of Information Act is available at www.ico.gov.uk or www.dca.gov.uk

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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