



Public Facing Complaints Handling Procedure

Quick guide to the NHS complaints procedure

Complaints

You can make your complaint in person, by phone, by e-mail, completing a form or in writing. We encourage you to speak with a member of staff, who will always try to resolve any problems on the spot if it is possible to do so

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage one: early resolution

We will always try to resolve your complaint quickly, within **five working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage two.

Stage two: closer look investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

The Parliamentary and Health Service Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

Introduction

OneMedical group is committed to providing high quality care and treatment to people in our communities through the delivery of safe, effective and person-centred care.

We understand, however, that sometimes things go wrong. If you are dissatisfied with something we have done, or have not done, please tell us and we will do our best to put things right. If we cannot resolve matters in the way you want, we will explain why it is not possible to do as you suggest.

This document tells you about our complaints procedure and how to make a complaint. It includes information about what you can expect from us when we are dealing with your complaint.

Our procedures follow the Parliamentary and Health Service Ombudsman's NHS Complaints Standards and the relevant requirements of the Local Authority, Social Services and National Health Service Complaint Regulations 2009 and the Health and Social Care Act 2008.

What is a complaint?

The NHS Complaint Standards define a complaint as: ***an expression of dissatisfaction, either spoken or written, that requires a response***. It can be about:

- an act, omission or decision we have made
- the standard of service we have provided.

If you need to complain about something, we encourage you to do so. We also understand that your complaint may involve more than one NHS body or service, or relate to both health and social care services, or it may be about someone working on our behalf. Our complaint procedure covers all of these possibilities

Who can complain?

Anyone can make a complaint to us. You can complain directly to us, or if you would rather have someone make the complaint on your behalf, we can deal with your representative. This could be a relative, a carer, a friend or any other person that you choose. We can also give you information about advocacy and support services, which can help you to make your complaint. If you agree to someone making the complaint on your behalf, it is important for you to know that we will need to ask for your permission for us to deal with that person.

What can I complain about?

You can complain about things like:

- your care and/or treatment;
- delays;
- a failure to provide a service;
- an inadequate standard of service;
- a lack of information and clarity about appointments;
- difficulty in making contact with us for appointment or queries;
- treatment by or attitude of a member of our staff;
- scheduled or unscheduled ambulance care;
- transport concerns, either to, from or within the healthcare environment;
- environmental or domestic issues;
- operational and procedural issues;
- our failure to follow the appropriate process; and
- your dissatisfaction with our policy.

We realise that it is not possible to list everything that you can complain about. If you want to complain about something that we have not listed above, we encourage you to do so.

What can't I complain about?

There are some things we cannot deal with through our complaints handling procedure. These include:

- a routine first-time request for a service, for example a request for an appointment or a request for a specific course of treatment;
- a request for a second opinion in respect of care or treatment;
- matters relating to private healthcare or treatment;
- matters relating to services not provided by or funded by the NHS;
- a previously concluded complaint or a request to have a complaint reconsidered where we have already given our final decision;
- a complaint made by an employee of our organisation or other person in relation to their employment contract;

- a complaint that is being or has been investigated by the Parliamentary and Health Services Ombudsman (PHSO);
- a complaint arising from a suggested failure to comply with a request for information under the Freedom of Information Act; and
- a complaint about which you have commenced legal proceedings, or have clearly stated that you intend to do so, rather than pursue the matter using the NHS complaints procedure.

We also realise that it is not possible to list everything that you cannot complain about. If other procedures can help you resolve your concerns, we will give information and advice to help you.

How do I complain?

You can complain in person at the place where you have received care, treatment or advice, or where the incident that you want to complain about happened. You can also complain by phone, in writing, by email or by using our online feedback form, which can be found at <https://onemedicalgroup.co.uk/patients>

Wherever possible we encourage you to speak with a member of staff. It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. They will always try to resolve any problems on the spot if it is possible to do so.

When complaining, please tell us:

- your full name and address, telephone number, and your email address if this is your preferred method of contact
- the full name, address and date of birth of the person affected if you are complaining on behalf of somebody else
- as much as you can about the complaint
- what has gone wrong
- when did this happen
- where did this happen, and
- how you want us to resolve the matter.

Giving us this information will help us to clearly identify the problem and what we need to do to resolve matters.

If for any reason you do not want to contact the service you are complaining about directly, you can instead contact our Patient Feedback team in the following ways;

- email PatientFeedback@onemedicalgroup.co.uk
- via our online complaints feedback form [link required when page set up]
- write to us at Patient Feedback, OneMedical Group, Bank Top Farm, Black Hill Road, Leeds LS21 1PY, or
- Call our Central Support Team between 9am and 5pm, Monday – Friday on 0113 284 3158, who will arrange someone from the Patient Feedback team to call you back within 1-2 working days.

We will consider all accessibility and reasonable adjustment requirements of people who wish to make a complaint in an alternative way and will record any reasonable adjustments we make.

If you prefer not to raise your concern with our organisation, you can contact and make your complaint to your local Integrated Care Board (ICB), who commission our services.

You can find the details for your local ICB at www.nhs.uk/nhs-services/find-your-local-integrated-care-board

How long do I have to make a complaint?

Normally, you must make your complaint within 12 months of:

- the event you want to complain about; or
- finding out that you have a reason to complain; whichever is the later date.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why. If we decide that, because of the time that has passed since the incident occurred, we cannot consider your complaint, you can ask the Parliamentary and Health Services Ombudsman (PHSO) to review our decision.

What happens when I have complained?

We will always acknowledge your complaint within 3 working days and tell you who is dealing with it. In some cases someone will call you first to acknowledge receipt and they may ask for further information.

Our complaints procedure has two stages:

Stage one – early resolution

We aim to resolve complaints quickly and close to where we provided the service. Where appropriate, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

If a complaint is made verbally (in person or over the phone) and resolved by the end of the next working day, it does not need go through the remainder of this procedure. For this to happen, we will confirm with the person making the complaint that they are satisfied we have resolved the issues for them. If we cannot resolve the complaint within that timescale, we will handle it in line with the rest of this procedure.

Sometimes we will have to make some enquiries before we can respond to your complaint. We will give you our decision at Stage one in five working days or less, unless there are exceptional circumstances.

We will capture a summary of the complaint and how we resolved it and we will share that with the person making a complaint. This will make sure we build up a detailed picture of how each of the services we provide is doing and what people experience when they use these services. We will use this data to help us improve our services for others.

If we cannot resolve your complaint at this stage to your satisfaction, or we need more time to take a closer look into your issues and carry out an investigation, we will suggest that your complaint to Stage two. You may also choose to do this immediately or sometime after you get our initial decision.

Stage two – closer look investigation

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require detailed investigation.

If your complaint involves other organisation(s) (including cases that cover health and social care issues) we will make sure that we investigate in collaboration with those organisations.

When using Stage two we will:

- acknowledge receipt of your complaint within three working days;
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for; and
- give you a full response to the complaint in writing as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

If you are still dissatisfied with our decision or the way in which we have dealt with your complaint when we have sent you our full response, you can ask the Parliamentary and Health Services Ombudsman (PHSO) to look at it.

The PHSO **cannot** normally look at:

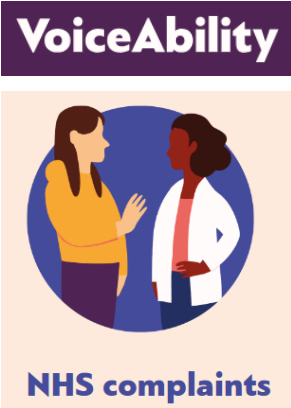




- a complaint that has not completed our complaints procedure, so please make sure it has done so before contacting the PHSO;
- events that happened, or that you became aware of, more than a year ago; or
- a matter that has been or is being considered in court.

How to contact the PHSO:

By Phone	Call the Customer Helpline on 0345 015 4033 (calls are charged at local or national rate) The helpline is open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays.
On line	www.ombudsman.org.uk You can find out more information about making a complaint to the PHSO and download a complaint form
By post	Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London, SW1P 4QP
Email	PHSO.enquiries@ombudsman.org.uk

Getting help to make your complaint

Services to support you through the complaints process, include:

 <p>VoiceAbility NHS complaints</p>	<p>NHS Complaints Advocacy,</p> <p>Website – www.nhscomplaintsadvocacy.org or www.voiceability.org</p> <p>Email helpline@voiceability.org or</p> <p>Telephone 0300 303 1660</p> 
	<p>Your local HealthWatch team</p> <p>Website – www.healthwatch.co.uk</p> <p>Telephone 03000 683 000</p> 
 <p>POhWER Voices Heard • Lives Empowered</p>	<p>POhWER NHS Complaints Advocacy –</p> <p>www.pohwer.net/nhs-complaints-advocacy</p> <p>Tel: 0300 456 2370</p> 

We are committed to making NHS services easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help you to access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, tell us in person or contact us by telephone or email.

If you need this procedure in other languages and formats, such as large print, audio, or easy read, please let us know.

Top 5 tips for making a complaint

1

Make your complaint clear

What happened?
When did it happen?
How has it affected you?

2

Decide what you would like to achieve

How would you like things to be put right? Perhaps you want an apology, a meeting to discuss the problem, or for action to be taken to stop the same mistake from happening again.

3

Complain as soon as you can

It is best to complain as soon as possible whilst the events are still fresh in your mind

4

Keep a note of anyone involved in your complaint

Write down the names and positions of the people involved in, and dealing with your complaint.

Make sure you keep copies of any emails or letters you send and get; you may need to refer to them in the future

5

Ask for help

If you need support on putting your complaint together, you can contact your local advocacy provider; visit www.nhscomplaintsadvocacy.org or call 0300 303 1660

You can also contact your local HealthWatch for information; visit www.healthwatch.co.uk or call 03000 683 000