

CONTACT US

Patient Experience Team

Derbyshire Healthcare NHS Foundation Trust, Kingsway House (Room 162), Kingsway Hospital, Kingsway, Derby, DE22 3LZ

 **Website:** www.derbyshirehealthcareft.nhs.uk

 **Email:** dhcft.patientexperience@nhs.net

 **Tel:** 01332 623751 or 0800 027 2128

 **Text:** 07825 385 414

To take your complaint to the Ombudsman, please

 **Visit their website:** www.ombudsman.org.uk/make-a-complaint

 **Or call:** 0345 015 4033

 **You can also write to them at:**
Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

If needed you can contact the following agencies for support

Derbyshire Mind Complaints Advocacy Service (covering Derbyshire) Tel: 01332 623732

One Advocacy Derby (covering Derby City) - Tel: 01332 228748

Care Quality Commission (CQC) - Tel: 03000 616161 or visit: www.cqc.org.uk

Healthwatch Derby - Tel: 01332 643988

Healthwatch Derbyshire - Tel: 01773 880786

Derbyshire Mind Independent Mental Health Advocate (IMHA) and Generic Mental Health Advocacy Service (Amber Valley and Erewash) Tel: 01332 623732

You can also take your complaint to **NHS Derby and Derbyshire Clinical Commissioning Group (CCG)**. Please email ddccg.complaints@nhs.net or write to Chief Executive Officer, NHS Derby and Derbyshire CCG, 1st Floor North, Cardinal Square, 10 Nottingham Road, Derby DE1 3QT

If your complaint is about a GP practice, please contact **NHS England**
Tel: 0300 311 2233

If you require this information in another format, please call us on 0800 027 2128 or text 07825 385 414. We can provide support from interpreting services if required and information can be provided in a range of languages on request.

Patient, Family and Carers Experience

We are here to listen, learn and improve



The Patient Experience Team provides support throughout the patient, family and carer experience.

Our focus is to provide a streamlined approach to feedback which is not rigid or process driven. The Trust will respond to concerns and complaints in the most appropriate way for the individual and the circumstances using a person-centred approach.

It is expected that front-line staff will respond quickly, sensitively and effectively to people when issues are raised.

Family Liaison staff are here to offer advice and support to families following serious incidents and unexpected deaths.

We collect information from a range of sources including: service receivers, carers, family members, Healthwatch Derby, Healthwatch Derbyshire, the Family and Friends Test, Care Opinion and NHS Choices in relation to the 4Cs - Concerns, Compliments, Complaints and Comments. The information is collected in Datix (our central database) and reported on a quarterly basis. Feedback can be provided in a range of formats including e-mail, telephone, in person and in writing.

COMPLIMENTS AND COMMENTS

Compliments are recorded locally by staff. *"Your feedback" cards are available within teams for general comments* and responses are reported locally on the 'You said - We did' posters.



CONCERNS AND COMPLAINTS

Concerns and complaints will be dealt with in a manner that is proportionate and appropriate to the issues being raised. Staff will discuss with you how and when you would like feedback about your concerns. Actions taken will improve services and ensure learning takes place.

If you raise a concern with staff you can expect that they will take steps to resolve the matter themselves. If this is not possible advice will be sought from their manager or the Patient Experience Team.

Complaints should be investigated as swiftly and robustly as possible. We don't have a fixed timescale for responding to your complaint; the timeframe is flexible. We will negotiate that with you taking into account the complexity of the investigation and your personal circumstances. We will agree timescales with you and let you know if we need to extend them. Meetings with investigating officers will be offered at the start and end of the investigation process. Once this process has been concluded a meeting with the Chief Executive or a member of the Executive team can be arranged.

Consent to provide clinical information in our responses will be required from the service receiver if the concern or complaint is from a third party. We will still respond in general terms if consent is not received. You or the person concerned will not be discriminated against if you raise a complaint – no information about your concern or complaint will be kept in your clinical files.

INDEPENDENT REVIEW

If you are not happy with our response to your complaint you can ask for a process review. This will be undertaken by an appropriate senior manager. If we think we have done everything to resolve your complaint we will advise you of your right to take your complaint to the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.