

COMPLAINTS INFORMATION LEAFLET

All our staff at Community Health & Eyecare Ltd are committed to looking after our patients, providing safe, quality and a good patient experience.

However, at times, a patient may wish to complain or seek clarification about their care or aspects of delivery.

This leaflet explains what to do if you want to complain, and how your complaint will be handled by our team.

This policy follows CQC and NHS Complaints Procedures.

Who do you complain to?

It is important that you let us know as soon as possible of your complaint, so that we may resolve the matter promptly and to your satisfaction. Please tell a staff member straight away if you are unhappy with your care or wish to seek more information to understand your care.

At Community Health & Eyecare Ltd, we would prefer to discuss any issues with you, to reduce any distress or concern. Our patient co-ordinators, receptionists, technicians, nurses, doctors will be happy to answer any concerns/issues and resolve this straight away.

If you prefer to talk to someone not directly involved in your care, please contact the Quality Team on 0344 264 4160 or email on chec.quality@communityeyecare.org.uk. Our team will be happy to provide advice and support.

In the event that you wish to make a formal written complaint, please forward a letter of complaint to Community Health and Eyecare Ltd, 1-6 Star Building, Olivers Place, Fulwood, Preston, PR2 9WT, or send via email to complaints@chec.uk.

If you are unable to complain yourself either verbally or in writing, you will need to appoint an “authorised representative”. You will need to provide your consent for this person to act on your behalf.

Community Health & Eyecare Ltd Complaints Process

At Community Health & Eyecare Ltd, we have three stages in our complaints process;

- i) local resolution. We are committed to resolving at this stage for our patients.

In the event local resolution cannot be accomplished, Community Health & Eyecare Ltd will undertake the further stages below;

- ii) appeal to the Community Health & Eyecare Ltd Board of Directors
- iii) external independent assessment by Parliamentary and Health Service Ombudsman (PHSO)

We will do our utmost to resolve the problems as quickly as possible and all information is managed confidentially. At times in order to investigate thoroughly it may be necessary to discuss with our staff and other organisations involved in your care. This allows us to establish the facts, assess and decide on the best course of action. All information is managed through our Information Governance and Security processes.

Local Resolution – Stage 1

Your complaint will be dealt with promptly. Ordinarily, you will receive written acknowledgement within 48 hours of receipt of your complaint, unless, we believe we can offer you a full written explanation and reply within 5 working days. A full response should be received within 20 working days. If for any reason, the investigation is complex and requires a longer time period, you will be kept informed every 20 days. On completion of a full investigation you will receive a letter of explanation sent within 5 days of the process concluding.

Appeal – Stage 2

If you are not satisfied with the outcome of our local resolution, you can appeal to the Board of Directors of Community Health & Eyecare Ltd within 20 working days.

Our Medical Director, and an appointed Director will review all aspects of the complaint and may decide to discuss it with the other senior clinicians or managers of Community Health & Eyecare Ltd.

You will receive a response within 4 weeks.

Contact details: Customer Services
 Quality Department
 Community Health & Eyecare Ltd
 1-6 Star Building
 Olivers Place
 Fulwood
 Preston, PR2 9WT

Email: complaints@chec.uk

What if I am still unhappy?

If you are unhappy with the response to your complaint, you can ask the Parliamentary and Health Service Ombudsman to review your case. The Ombudsman's role is to consider complaints that government departments, a range of other public bodies in the UK, and the NHS in England, have not acted properly or fairly or have provided a poor service. This is usually, within 20 working days.

They will conduct an inquiry into your complaint and examine our complaints procedure.

Contact the Ombudsman as follows:

Tel: 0345 015 4033

E-mail: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Alternatively, you can also contact the Care Quality Commission (CQC):

Tel: 03000 616161

Website: www.cqc.org.uk

Email: enquiries@cqc.org.uk

Address: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Finally, we really do want to know if our patients are not happy or satisfied with our service. This assist us to improve and provide a better experience for all patients and their families/carers.

We review our complaints and patient feedback regularly so we can improve our services from lessons learnt. We are keen to hear from our patients and encourage you to complete our customer questionnaire.

Please feel free to contact us with any comments or suggestions you may have.