

How to Raise a Concern or Make a Complaint

A Patient Guide (A4 Version)

Version 6.0 – July 2024

Making a Complaint

We recognise as an organisation that sometimes things may go wrong. We welcome feedback and are dedicated to resolving any concerns you may have at the earliest opportunity. If you wish to raise a concern or provide feedback about a service or treatment you have received, you can do so in writing or by telephone as soon as possible after the event. This will help us establish quickly and accurately what happened and allow to us to investigate and respond appropriately. If you are unable to raise your concern at the time then you should do so within 12 months of the event, or within 12 months of becoming aware of your concern.

Who can complain?

- Patients
- Relatives, friends or carers of a patient
- Staff or visitors
- NHS Cheshire and Merseyside Patient Advice and Liaison Service (PALs)
- MP and or other external organisations such as social services

Complaining on behalf of someone else and consent

We are committed to making sure that all information held or shared with regard to your complaint is dealt with in the strictest confidence and managed within current best practice data protection guidelines. If you are a patient you can complain about your own care but you are unable to complain about someone else's treatment without their written consent.

If you wish to make a complaint and are not the patient, we will require the written consent from the patient to confirm that they have knowledge of the concerns raised and are happy for you to act on their behalf. In addition to the contact details above you can ask reception for a Complaints Form in order to register your complaint. The complaint form includes a consent form to enable you to gain consent from the patient in order for you to make a complaint on their behalf.

Where your complaint has initially been sent to an incorrect organisation, we will seek your consent to share the details of your complaint with the correct department/ organisation.

Where the patient is incapable of providing consent for example due to illness, accident or other reasons we will require proof that you are the patient's representative. We may still be able to investigate the complaint but without proof we will be limited in the response we are able to give.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

Where to complain?

Send your written complaint to:- Complaints Manager, Vernova Healthcare CIC, Waters Green Medical Centre, Sunderland Street, Macclesfield, SK11 6JL

Email: cmicb-cheshire.vernovahealthcare@nhs.net

Telephone: 01625 361638

Website: www.vernovahealthcare.org

Complaints Manager

The Complaints Manager for Vernova Healthcare CIC is the Deputy Chief Executive.

What happens next?

- We will acknowledge receipt of your complaint within three working days.
- We will aim to investigate and provide a response within 30 working days. In the unlikely event that we are unable to meet this deadline, we will contact you to give an explanation as to why.
- Once our investigation is complete we will provide a response in writing or give you the opportunity to meet with us face to face to discuss your concerns.
- We will keep you fully informed at regular intervals where appropriate throughout the complaints process.

We take complaints very seriously and are keen to identify any issues arising from concerns raised so that we can learn from them, implement change (where applicable) and improve our services. Where your complaint involves more than one organisation (e.g. a hospital or GP Practice) we will aim to liaise with the organisation so that you receive a coordinated response. The final response letter will include details of the outcome of your complaint and also your right to escalate the matter further if you remain dissatisfied.

Independent advocacy advice

This is a free service and is designed to assist and guide you through the complaints process but is unable to investigate your complaint. If you need assistance to raise your complaint, contact:

Advocacy Service, Healthwatch Cheshire East, Sension House, Denton Drive, Northwich, CW9 7LU

Telephone: 0300 323 0006

Website: <https://healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint/>

The Parliamentary and Health Service Ombudsmen (PHSO)

If for any reason you are dissatisfied with your complaint response/outcome, please contact us to discuss further in the first instance. If we are unable to assist you further and you are still dissatisfied, you have the right to contact the PHSO. The PHSO contact details are:

The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ

Tel: 0345 015 4033

Website: www.ombudsman.org.uk