

# Comments, Concerns, Compliments and Complaints

*Listening, acting and improving (page 1 of 6)*

## Introduction

Even though we work very hard to stop things going wrong, we recognise that they sometimes do. When this happens we would like to know so that we can try to put things right and stop the same thing happening again to you, or to someone else.

We have an open and honest approach to dealing with complaints and ensure that they are investigated thoroughly and fairly to establish the facts. We work hard to learn from what people have told us to help us improve the services that we deliver.

## Comments

We would like to hear from you if you have a suggestion on how we can improve our service.

## Concerns

If you have any concerns, it is always best to let someone know while you are in hospital, for example, the ward sister, your consultant or the Customer Care Team. Please be assured that raising your concerns will not affect your care and treatment in any way.

## Compliments

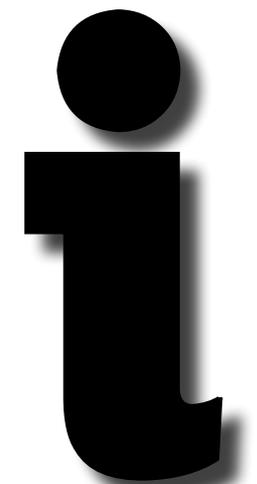
If you are happy with any part of a service you receive please tell us. We will record your views and pass them on to the people involved. This will enable us to share good practice to help improve other services.

## How to contact us

If you have a concern about your current treatment we would encourage you first to discuss it with the ward sister or consultant. Alternatively you can contact the Customer Care Team with your comments, concerns, compliments or complaints in the following ways:

- in writing
- by telephone on 📞 Freephone 0800 374208
- by e-mail to [customer care@salisbury.nhs.uk](mailto:customer care@salisbury.nhs.uk)
- in person by visiting the Customer Care Department, level 2
- by completing the feedback form in this leaflet and sending it to

**Freephone 0800 374208**



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: [customer care@salisbury.nhs.uk](mailto:customer care@salisbury.nhs.uk)

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: [www.salisbury.nhs.uk/FriendsFamily](http://www.salisbury.nhs.uk/FriendsFamily) or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: [patient.information@salisbury.nhs.uk](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

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the Customer Care Team.

## Who can complain?

Anyone who is, or has been, a patient. You can ask a friend, relative or partner to make a complaint on your behalf, but we must have your written permission before we discuss your personal circumstances with anyone else.

There are some complaints that are excluded from the health and social care complaints procedure:

- Complaints about private treatment.
- Complaints that have already been investigated under the complaints regulations.
- In complaints where legal action is being taken, the Trust must determine whether progressing the complaint might prejudice subsequent legal or judicial action.
- Complaints arising out of the alleged failure to comply with a data subject request under the Data Protection Act 1998.
- Complaints arising out of an alleged failure by an NHS body to comply with a request for information under the Freedom of Information Act 2000.

Complaints where disciplinary action is being taken can be investigated, but the Trust must ensure confidential or personal information is not disclosed to the complainant.

Please talk to our Head of Customer Care if you would like further explanations about the health and social care complaints procedure.

## Talking it through

If you, your relatives or your partner are unhappy with any aspect of your care, or the service you receive, it is best to try and sort it out straight away. If you are an inpatient, or are visiting an inpatient, the best person to talk to is the nurse in charge of the ward. If you are an outpatient, please ask the staff at any reception area to put you in touch with the member of staff you need to talk to.

If you feel that they cannot help you, or you are not comfortable talking to them, contact the Customer Care Team, or ☎ 0800 374208 (freephone). Very often problems can be sorted out straight away, so please contact us as soon as possible so that you can be reassured about any aspect of your care.

The Customer Care Team can:

- advise and support you, your family, visitors and carers
- listen to your suggestions, queries and concerns
- help sort out problems on your behalf
- give information about NHS services.

## Who do I contact?

If you are not satisfied with the outcome you can make a complaint in writing to:

Freephone 0800 374208

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The Chief Executive  
Salisbury NHS Foundation Trust,  
Trust Offices  
Salisbury District Hospital  
Salisbury SP2 8BJ  
01722 336262 ext 4249

Alternatively, you can telephone the Customer Care Team on ☎ Freephone 0800 374208.  
or send an e-mail to: [customer.care@salisbury.nhs.uk](mailto:customer.care@salisbury.nhs.uk)

## Some helpful advice

You may find the following advice helpful:

- Try to make your complaint as soon as possible after the event that caused the problem. This makes it easier for everyone to remember what happened, and helps us to respond quickly. The health and social care guidelines suggest a time limit of 12 months from the date on which the matter occurred, or the matter came to the notice of the complainant. Exceptional circumstances may allow for an extension of these time limits.
- Please give as much relevant information as you can, including your patient number, name and address. Further information to help you write your complaint is available on the hospital website:  
[www.salisbury.nhs.uk](http://www.salisbury.nhs.uk)
- If you are raising more than one concern, it may be helpful to number each point. This helps us to make sure that we answer all your concerns.
- If you are complaining on behalf of someone else, please ask them to sign the letter to confirm that they are happy for us to share their health information with you. If you do not do this, we will provide you with a consent form for the patient to sign to say that they give permission. We will not be able to start the investigation until we have received the patient's consent.

## What happens to my complaint?

### 1. Local resolution

When we receive a complaint, the Chief Executive will write to you within three working days to confirm that we have received it. We may contact you to discuss how you would like us to handle your complaint and agree a timescale to carry out the investigation and respond to you. It will always be clear what this timescale will be.

The Head of Customer Care will ask a senior manager to investigate your concerns. You can ask for a meeting if you feel that it would be helpful. Please be assured that any complaint you make, written or verbal, will be treated in strict confidence, will not be recorded in your healthcare record, and will have no effect upon the level of treatment and care that is provided by us.

Freephone 0800 374208

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Sometimes it may take longer to investigate your complaint than we have agreed. If this is the case, a member of the Customer Care Team will contact you to let you know the reason, and agree another response date with you.

In the Chief Executive's response she will try to give you an explanation into what went wrong and what action is being taken to try to make sure that the concern you raised does not happen again. We are committed to learning from all the complaints we receive.

If you feel that we have not responded adequately to all of your concerns, please let us know so that we can investigate further. If after this you still do not feel that your complaint has been fully dealt with, you can write to the Parliamentary and Health Service Ombudsman.

## 2. The Parliamentary and Health Service Ombudsman

If you feel that your concerns have not been resolved, you can ask the Ombudsman to investigate your complaint. The Ombudsman, who is appointed by Parliament and is completely independent of the NHS, will decide whether to investigate your complaint. You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank  
London SW1P 4QP  
Tel: 0345 015 4033  
E-mail: [OHSC. phso.enquiries@ombudsman.org.uk](mailto:OHSC.phso.enquiries@ombudsman.org.uk)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Advocacy Services

If you would like additional support, the following advocacy services are free, independent and can help you make a formal complaint.

### Wiltshire patients should contact:

 0300 3435733

Email: [wiltshire@seap.org.uk](mailto:wiltshire@seap.org.uk)

### Dorset patients should contact:

Dorset Advocacy

 0300 343 7000

email: [nhscomplaints@dorsetadvocacy.co.uk](mailto:nhscomplaints@dorsetadvocacy.co.uk)

### Hampshire patients should contact:

#### **Portsmouth, Southampton & IOW areas**

SEAP  0330 440 9000

Email: [info@seap.org.uk](mailto:info@seap.org.uk)

#### **All other Hampshire addresses**

Healthwatch/Citizen's Advice Bureau

 01962 440262

email: [shwadvocacy@havantcab.org.uk](mailto:shwadvocacy@havantcab.org.uk)

Freephone 0800 374208

## Mediation Service

Mediation can be used to resolve conflict/communication breakdown between patients/relatives and staff to stop the situation from escalating to a formal complaint. In some cases a complaint investigation may be underway already. If this is the case, the mediator's role is purely to mediate between the parties to restore communication. The mediator is not expected to get involved in the investigation or complaint. If you would like to use mediation please contact ☎ 01722 336262 ext. 2743.

## Access to your medical records

Under the Data Protection Act, you have the right to copies of information held in your medical records. This may include medical photography, X-rays, appointment details or test results. There is a charge for this service.

If you would like copies of the information held in your medical records, please write to:

The Health Records Manager  
Salisbury NHS Foundation Trust  
Odstock Road  
Salisbury  
SP2 8BJ

## Feedback Form

We would like to hear from you. If you have a comment, concern, compliment or complaint please indicate by ticking the relevant box below:

<b>Comment</b> <input type="checkbox"/>	<b>Concern</b> <input type="checkbox"/>	<b>Compliment</b> <input type="checkbox"/>	<b>Complaint</b> <input type="checkbox"/>
Please give details:			
Please use the reverse of this form if you need more space			

If you are raising an issue and would like a response please could you complete your personal details. If you are completing this form on behalf of a patient please could you give us their details and a signed letter of consent from the patient in order to be able to respond.

### Your details

Title e.g. Mr, Mrs, Ms, Miss		First name	
Surname		Date of birth	
Address			
Daytime telephone No.		Hospital Number	

### Patient details

Title e.g. Mr, Mrs, Ms, Miss		First name	
Surname		Date of birth	
Address			
Hospital/NHS number if known			