

Your right to complain

The Lindsey Lodge Hospice Complaints Procedure



Always there to Care

Section One: What do I do if I want to complain?

Why is it important to complain?

If you are not happy with the care, service or treatment you have received from the Hospice it is important that you tell the people responsible, as they can only put things right if you let them know what is wrong.

Complaints can often help us improve the services we give to future service users.

You will not be treated any differently because you have made a complaint.

What a complaint can and can't do

The Lindsey Lodge Hospice Complaints Procedure can only deal with certain matters; it is therefore important to think about what you want to achieve with your complaint.

Under the Lindsey Lodge Hospice Complaints Procedure, we **can**:

- Undertake a thorough investigation and offer an explanation for what happened
- Offer an apology
- Improve future services
- Take action to put matters right.

Under the Lindsey Lodge Hospice Complaints Procedure, we **cannot**:

- Offer you financial compensation, but sometimes small one-off payments may be made, such as for lost property
- Discipline staff (although we may identify a need for this)
- 'Strike-off' a doctor, or other health professional
- Look at complaints about private treatment.

Who do I speak to in the first instance?

Many concerns and problems may easily be resolved within your healthcare team.

If you have concerns, we ask that in the first instance, you discuss these with a member of Hospice

If you are still unhappy

If after speaking to your healthcare team you remain dissatisfied, you may wish to:

- Write to the Chief Executive of the Hospice
- Speak/write to the Care Quality Commission (contact details in Section 4 of this leaflet)

- Speak/write to your local service commissioner the Clinical Commissioning Group (contact details in Section 4 of this leaflet).

A sample letter of complaint is included on page 6 of this booklet.

- Additionally the details of the Chief Executive can be found in Section 4 of this leaflet.

Consent is not needed in situations where the person is not able to give it.

The issue of consent will be discussed in more detail with you by the Hospice complaints handler.

Please see consent form on page 8 of this leaflet.

Can someone complain for me, or can I complain for someone else?

If you feel anxious about making a complaint yourself, you can ask a relative, friend, advocate or carer to complain on your behalf. The Hospice may ask this person whether they have your permission (consent) to do this.

Healthwatch offers a free, professional support service to those wishing to pursue a formal complaint against the Hospice.

Details of how to contact Healthwatch are given in Section 4 of this booklet.



Section two: Making a complaint - how do I start?

How do I make a verbal complaint?

You can contact the Hospice Chief Executive/Registered Manager by telephone during normal office hours to make a verbal complaint.

This person will listen to your concerns, asking questions as appropriate, and will make a typed account of your complaint. This will be sent to you to check for accuracy and to sign. You will then have the opportunity to make any necessary alterations before returning it to us.

Once we've received your signed copy of the complaint, the complaints procedure will begin.

How do I make a written complaint and what should I include?

You do not need to write a very long and detailed letter, but you should include all the points you want to complain about. If you are unable to put your complaint in writing, Healthwatch can help you. See Section 4 for their contact details.

You should tell us:

- Who or what you are complaining about, try to make clear the most important points. If you are complaining about a member of staff, please give their name and job title if you know it
- Where and when the events you are complaining about happened
- What you have already done about your complaint, if anything
- What you hope the outcome of your complaint will be.

If you wish to complain about more than one part of health or social care services, for example the Hospice, or a GP and Trust, you can, if you wish, write to each of the relevant organisations.

Joint working however, is deemed to be good practice; therefore, if you are sending a written complaint, you should address your complaint to one of the organisations, who will approach the other organisation and a joint response will be formulated.

All the organisations should work together in the investigation and resolution of the complaint. You will be given the name of the link person investigating your complaint.

Can I access my health records?

If your complaint is about your health treatment, you may wish to obtain a copy of your health records to find out more about the background of your complaint and to confirm the factual details. There may be a charge for this.

You have a right to see your health records under the Data Protection Act 1998.

For further information about accessing your health records, you should contact the Information Governance Lead Person at the Hospice (telephone (01724 270835, extension 244).



Here is a sample letter of complaint

Your name

Address

Telephone number(s)

Date

Name of Hospice

Address

Dear Sir/Madam

Re: (insert patient's name, address and date of birth)

I am writing to complain about (issues of concern), at (place where concerns relate to—for example, ward 1 at x hospice). If the complaint refers to a member of staff, please include as much detail as possible (name, job title if known, and shift of time of day/night when incident/issues arose).

Include details of what happened, where it happened, when it occurred and include the names and positions of all individuals involved.

If your complaint refers to a number of issues or concerns, please list what you feel to be the most important ones first.

Include details of what you would like to happen as a result of the complaint—for example, an apology, an explanation, action to put things right, reassurance that the same issue will not happen again.

I would like my complaint to be addressed using the Hospice's complaints procedure and look forward to receiving your reply.

(Continued overleaf)

If you are making a complaint on behalf of someone else, please ensure you enclose a signed consent form with your letter of complaint.

If you would like a meeting to be arranged to discuss your concerns further, please also mention this in your letter.

Yours faithfully

Name (signature)

Name (printed)

Enclosures (for example, a consent form).

COMPLAINT CONSENT FORM

I, (name)

of address

.....

.....

.....

hereby authorise (named person)

of (named person's address)

.....

.....

.....

to pursue the complaint on my/our behalf and I agree that the staff may disclose (only so far as it is necessary to answer the complaint) confidential information about me/my care/treatment.

Signature Date

Section three: What happens next?

The two stages of the Complaints Procedure

The Lindsey Lodge Hospice Complaints Procedure has two possible stages:

- Local resolution
- Review by the Parliamentary and Health Service Ombudsman

Local resolution

How long will it take?

When you make a complaint, the Chief Executive of the Hospice should send you an acknowledgement letter within three working days.

We expect most complaints to be responded to within 30 to 45 working days from receiving the complaint. However, complex complaints may take longer than this to carry out a thorough investigation.

If you find that the process is taking a long time, you may feel frustrated and annoyed and want to give up, but try to keep going as that is the only way you can

make sure that matters will be resolved. The person investigating the complaint will keep you informed how the complaint is progressing.

Could a meeting be arranged?

In looking into your complaint, the Chief Executive/Registered Manager may offer to meet you with the member of staff who is investigating your complaint. Alternatively you may contact the Chief Executive/Registered Manager to request that a meeting is arranged.

Should you choose to meet with us, it may be helpful to have someone with you at the meeting to provide support, such as a relative or friend.

We are able to arrange an interpreter and other communication support if this is required.

What happens if I'm not satisfied with the response from the Chief Executive/Hospice?

If you are not happy with the response to your complaint, please let the Hospice Chief Executive/Registered Manager know that you are still not satisfied and explain why. Please tell them the questions you would still like answered and what you would like to happen next.

For example, you may wish to ask for a meeting with particular people if this has not yet been tried, or you may request some information about what we are doing to put things right and to improve the service for other people.



Review by the Parliamentary and Health Service Ombudsman

If, following investigation by the Hospice, you are not satisfied with the response to your complaint, you have the right to take the matter up with the Parliamentary and Health Service Ombudsman.

This Ombudsman investigates complaints. However, before they look into your complaint, they will usually expect you to have completed the Hospice complaints procedure, unless they decide that, in your particular circumstances, it would be unreasonable for you to do so.

The Parliamentary and Health Service Ombudsman is independent of the NHS/Hospice and the Government, and there is no charge for this service.

The contact details of the Parliamentary and Health Service Ombudsman can be found in Section 4 of this booklet.

Section four: Contact details

The Chief Executive

Lindsey Lodge Hospice
Burringham Road
Scunthorpe
North Lincolnshire
DN17 2AA
Telephone: 01724 270835
Email: Karen.griffiths11@nhs.net

Healthwatch

North Lincolnshire

25, Queensway Business Centre,
Dunlop Way, Queensway
Industrial Estate, Scunthorpe
DN16 3RN
Telephone: 01724 844986
Email:
Enquiries@healthwatchnorthlinco
lnshire.co.uk

East Riding of Yorkshire

Brough Business Centre, Skillings
Ln, Brough HU15 1EN
Telephone: 01482 334 999
Email:
enquiries@healthwatcheastriding
ofyorkshire.co.uk

Care Quality Commission

National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Telephone: 03000 616161
Email: enquiries@cqc.org.uk

The Parliamentary and Health Service Ombudsman

The parliamentary and Health
Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
Fax: 0300 061 4000
Email:
phso.enquireis@ombudsman.org.uk
Website: www.ombudsman.org.uk

For further information please
contact:

North Lincolnshire CCG

Health Place
Wrawby Road
Brigg
North Lincolnshire
DN20 8GS
Tel: 01652 251000
Email: NLCCG.ContactUs.nhs.net

East Riding of Yorkshire CCG

Health House
Grange Park Lane
Willerby
East Yorkshire
HU10 6DT
Tel: (01482) 650700
Email: ERYCCG.ContactUs@nhs.net

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