

### To make a complaint about the Hereford County Hospital:

**Post:**

Patient Experience Team  
Stonebow Rd  
Hereford  
HR1 2ER

Monday to Thursday - 8.30am to 5pm and Friday 8.30am to 4.30pm

**Direct Phone:** 01432 372986

**mobile number:** 07825681801

**Hospital Switchboard:** 01432 355444

**Email:** makingexperiencescount@wvt.nhs.uk

### If you have a complaint about another NHS Service in Herefordshire or Worcestershire:

Write to:

Patient and Stakeholder Liaison  
NHS Herefordshire and Worcestershir  
Kirkham House  
John Comyn Drive  
Perdiswell  
Worcester  
WR3 7NS

Or email [hw.complaints@nhs.net](mailto:hw.complaints@nhs.net)

General enquiries can be made online to:

[Contact us :: Herefordshire and Worcestershire Integrated Care System \(icb.nhs.uk\)](https://www.nhs.uk/contact-us/herefordshire-and-worcestershire-integrated-care-system)

Or by telephoning 0330 053 4356

## COMPLAINTS PROCEDURE

### NUNWELL SURGERY

#### Making a complaint

If you are concerned about any aspect of the service we offer, including those relating to the doctors and staff, then please tell us. We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint then please write to or speak to our practice manager. We would like to know as soon as possible, ideally within a matter of days or at most a matter of weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem.

To complain about another Health Care Provider please see the back of the leaflet.

#### Making Suggestions

We constantly try to improve the service we offer. Please let us know if you have any suggestions as to how we can do something better or when you think we have done something well.

#### Who can help:

There are 2 external sources of support available to help you with your complaint:

1. Herefordshire and Worcestershire Integrated Care Board (ICB) can advise you about your complaint. The team may be contacted at:

**Post:** Patient and Stakeholder Liaison, NHS Hfds and Worcs, Kirkham House, John Comyn Drive, Perdiswell, Worcester WR3 7NS

**Telephone:** 0330 053 4356 (speak to the Complains Team)  
(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

**Email:** [hwicb.complaints-GP@nhs.net](mailto:hwicb.complaints-GP@nhs.net)

Subject Line: 'For the attention of the complaints team'

2. “Onside” is a Independent Complaints Advocacy Service, which is a statutory service providing free, independent support through the complaints process. They may be contacted at:

**Post:** *Onside Independent Advocacy, Williamson House, 14 Charles Street, Worcester, WR1 2AQ*

**Telephone:** 01905 27525

(Monday to Thursday 9am to 5pm and Friday 9am to 4:30pm)

**Email:** *Accesshub@onside-advocacy.org.uk*

**Website:** *www.onside-advocacy.org.uk*

*(Please remember to include your full name)*

Information about support services is also available at

<http://www.nhs.uk/Pages/HomePage.aspx>.

### **Complaining to Hfd and Worcs ICB**

It is important to understand that you may choose to complain either to the Practice or to the Herefordshire and Worcestershire Integrated Care Board but not to both. In the majority of cases we feel that the Practice will be best placed to address your concerns and so we would wish you to complain to us. Indeed the ICB may consider it more appropriate for the Practice to handle your complaint but they will not pass your complaint to us without your permission. If you initially complain to us and are dissatisfied with our response, you may then complain to the Ombudsman (see over— “Taking your complaint further”) but not to the ICB. .

### **Complaining on behalf of someone else**

If your complaint is not about treatment to yourself, but about treatment given to someone else, we need to know you have permission to complain on their behalf. This is to make sure that our duty of confidentiality is protected. A consent form is available at the reception desk.

### **What we shall do:**

We shall acknowledge your complaint within 3 working days and aim to have investigated your complaint within 10 working days of the date it was received. In complicated cases your involvement in planning the investigation may be appropriate. We will carry out a thorough investigation and make arrangements for you to discuss the problem with those concerned. In most cases we will be able to provide you with a full response within the expected time frame, and if not we will inform you of the reasons for the delay and the revised time frame. Complicated investigations, for example where many clinicians need to be contacted, may take a considerable time. There is no legal time frame within which a response is required but we assure you that it will be done as efficiently and quickly as possible. We will send you a letter explaining the investigation, its findings and any steps we will take to put matters right or to make sure a problem does not happen again. Where appropriate we will ensure you receive an apology. We will say when the letter you receive is our final response or when further action and reports are to follow.

### **Protecting patient information**

In handling your complaint we may need to seek advice from our insurers or legal advisers. In so doing we may be required to include information about you and your treatment.

### **Avoiding bias and discrimination**

In accordance with NHS policy we evaluate our complaints to ensure that we act without bias or discrimination. Please complete and return the ethnicity form (page 3) in the enclosed S.A.E. Thank you for your co-operation.

### **Taking your complaint further**

If you remain dissatisfied with the result of our investigation you may refer the matter to:-

**Post:** *The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP*

**Telephone:** 0345 015 4033

**Email:** *phso.enquiries@ombudsman.org.uk*

**Website:** *www.ombudsman.org.uk*

Please complete this pull-out  
section for data purposes

## Collecting information about your ethnic group

**Everyone belongs to an ethnic group**, so all our patients are being asked to describe their ethnic group.

**We are collecting this information to help the NHS:**

- **Understand the needs** of patients from different groups and so provide better and more appropriate services for you.
- **Identify risk factors** – some groups are more at risk of specific diseases and care needs so ethnic group data can help treat patients and support service users by alerting staff to high-risk groups.
- **Improve public health** by making sure that services are reaching all of our local communities and that services are being delivering fairly to everyone who needs them.
- **Comply with the law as the Race Relations (Amendment) Act 2000** gives public authorities a duty to promote race equality and good race relations and ethnic monitoring is important in making sure that race discrimination is not taking place.

**The 16 ethnic groups** used are standard categories for collecting ethnic group information. Using these categories will facilitate the comparison of information about the groups using health services with information collected from the census. The list of groups is designed to allow most people to identify themselves. The list is not intended to leave out any groups of people, but to keep the collection of ethnic information simple.

It is important to us that you are able to **describe your own ethnic group**. If you need to complete the boxes labelled 'other ethnic group' then please give some details so that we can better understand your needs.

You do not have to complete the question but providing this information is very important. Experience shows that when people are asked their ethnic group, the proportion of people who choose not to answer is small. If you do not wish to divulge your ethnicity please tick "I do not wish to disclose my ethnicity"

The information you provide will be treated as part of your confidential NHS or care notes. The NHS has strict standards regarding data protection and your information will be carefully safeguarded.

If you have any concerns or questions regarding this request or you want to make any comments or complaint about the collection of this information or the way in which you have been treated by staff requesting this information please contact the Practice Manager.

Which **ethnic group** do you belong to? (please tick one)

British or mixed British	Irish	White and Black Caribbean
White and Black African	White and Asian	Indian or British Indian
African	Chinese	Caribbean
Pakistani or British Pakistani	Chinese Bangladeshi or British Bangladeshi	I do not wish to disclose my ethnicity
Other White Background:		
Other Mixed background:		
Other Asian Background:		
Other Black Background:		
Other Ethnic Group:		

Patients Name:

Signature:

Date:

If you are completing this on behalf of the patient, please sign your own name and write your name below:

Name:

Date: