

Time Frames for Complaints



The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you became aware of the matter about which you wish to complain.

The complaints manager will acknowledge receipt of your complaint within 3 working days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. Thorough investigation can be times consuming but we will always provide a response within 6 months of the receipt of the complaint.

Advocacy Support

An advocate can act as a spokesperson for you to make sure you are heard.

More information on advocacy can be found below:

Someone to speak up for you (advocate) - Social care and support guide - NHS (www.nhs.uk)

Patient Advice and Liaison service (PALS):

☎ 0118 904 3467

✉ pals@berkshire.nhs.uk



Confidentiality

The principles of confidentiality apply to the investigation of complaints. All complaints are investigated with the utmost confidentiality and the complaints record does not contain any patient identifiable data. Documents relating to complaints are held separately to your healthcare record.



Final Response

Forest Health will issue a final formal response to all complainants, which will provide full details and the outcome of the complaint.

Further Action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to:

📍 Parliamentary Health Service Ombudsman (PHSO) Millbank Tower
London
SW1P 4QP

☎ Tel: 0345 015 4033

🌐 www.ombudsman.org.uk



FOREST HEALTH

When things go wrong

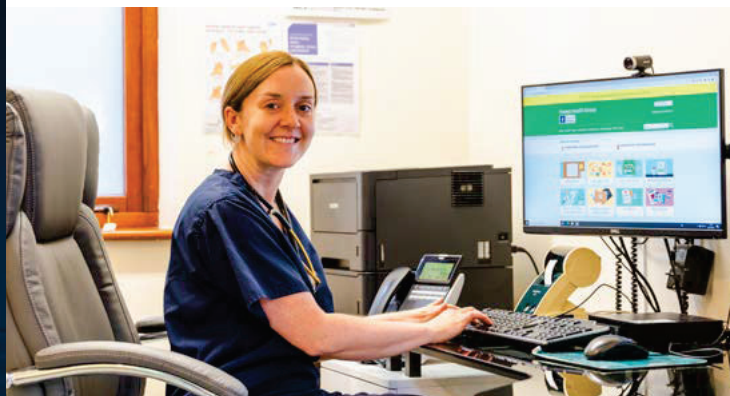
At Forest Health we want to deliver great care for our patients, but we recognise that things can go wrong.

If you have had an experience at one of our sites or involving a member of our team that has fallen below the standards that you expect of us, then please talk to us and give us a chance to put it right.

Our aim is to work with patients to help resolve problems quickly and at the earliest opportunity.

If we cannot resolve your complaint within 24 hours or if you feel that your concerns should be dealt with by a formal process, then we promise to:

- ✓ Investigate all complaints in as timely a manner as possible and in conjunction with current legislation.
- ✓ Provide you with a written* summary of the outcome and any actions taken
* (unless you have specified an alternative means of communication).
- ✓ Where relevant, we will take learning back to the relevant teams so that we can continue to improve the service we provide.



Who can make a complaint



Anyone who has had an unsatisfactory experience at Forest Health can make a complaint.

A complaint can be made by a representative of the patient, if the patient:

- is a child;
- has died;
- has a physical incapacity;
- has a lack of capacity under the Mental Health act eg. a patient with a diagnosis of dementia;
- has requested that a representative make the complaint on their behalf.

Where a complaint is made on behalf of a child or a person who lacks capacity, regulation states that this must be done in the best interests of the patient.

Where a patient has requested that a representative makes a complaint on their behalf, they must include written consent for us to investigate their complaint and discuss their medical records with the representative.

Who to talk to

Please speak to a member of staff if you have a complaint: our staff are trained to handle complaints and will do their best to resolve your problem, if they can.

If a complaint cannot be resolved within 24 hours or you feel that it requires formal investigation, then please submit a written complaint by hand at any of our surgery sites or via email to frimleyicb.practicemanager@foresthealthgroup.nhs.net.

Alternatively, a formal complaint can be made verbally and a member of staff will take a note of the complaint and forward it the complaints manager at the above address, on your behalf.

If you do not want to speak to a member of our staff, then you can request that NHS Frimley investigates your complaint. They will contact us on your behalf:



Patient Advice and Complaints Team (PACT)

Ground Floor, Mallard Court
Express Park
Bristol Road
Bridgewater
TA6 4RN



0300 561 0250



scwcsu.palscomplaints@nhs.net

