

# building a caring future

HOSPITAL | COMMUNITY | HOME

Northumbria Healthcare  
NHS Foundation Trust



## IF IT MATTERS TO YOU, IT MATTERS TO US.

Please tell us if you have  
concerns so we can improve  
and make our care better  
for you, and others.

**IT MATTERS**

## Help us to improve

Northumbria Healthcare NHS Foundation Trust is committed to providing you with a high quality health service and the best care and treatment possible. For this reason your feedback is extremely important to us so we know what we're doing right, and understand more about what we need to do to change things for the better.

Please use the form attached to this leaflet to give us a compliment, provide a comment, voice a concern or make a complaint. Just detach it from the booklet, fill in the relevant details, moisten the gummed areas, fold in half to stick together and pop it in the post. **NO STAMP IS REQUIRED.**

## Compliments and comments

We are always delighted to receive positive comments about our staff and services and we use these to highlight where things are working well. If you are pleased with the care or treatment you have received, please let us

know and we will pass on your compliments to the person or service concerned. If you have any comments please let us know – your feedback will help us to review and improve the services we provide.

## Concerns

Sometimes, regrettably, things may not go as planned. Voicing your concerns allows us to learn from your experience and improve the service for future patients.

If you, or a member of your family or a carer, wish to discuss any concerns you have about your treatment or care **you should speak to the person in charge of your care** so they can help to resolve the matter straight away. In hospital this will be the ward manager or modern matron. In the community this will be the health professional dealing with your treatment or their manager.

If you would prefer to talk to someone who is not involved in your care or are unsure who to talk to, you can contact the Patient Advice and Liaison Service (PALS) on 0800 032 0202. PALS provides confidential information, advice and support to patients, their families and carers. They will listen to your concerns, suggestions or queries and help to sort out problems quickly on your behalf. You can also let us know about concerns on the form that can be found at the back of this leaflet.

## Complaints

If you are unhappy with the treatment or service you have received from the NHS you have the right to make a complaint, have it investigated and receive a response. Care will be taken to ensure your complaint remains confidential.

### How do I make a complaint?

If your concerns have not been resolved by the ward manager, modern matron, community manager or PALS and you would like to make a complaint, they will ask us to contact you. If you would like to contact us directly, details on how to do this can be found at the back of this leaflet.

### Can I make a complaint on behalf of someone else?

A complaint can be made by someone acting on behalf of another person with their consent. A complaint can be made by anyone who is affected or likely to be affected by the actions or decisions of the trust.

### Is there a time limit for making a complaint?

It is best to tell us as soon as possible after the event and within 12 months of the event happening or within 12 months of discovering you have cause to complain. Complaints received outside of these timescales may be investigated if there is a good reason why the complaint could not be made earlier and only if it is still possible to investigate what happened.

### Will my care be affected?

No - if you make a complaint you will not be discriminated against in any way. Any information you give will be treated in confidence and with sensitivity. Information about your complaint will always be kept separate from your medical records.

### Can anyone help me make a complaint?

If you need help, independent complaints advocacy organisations can give advice and information and support you in making your complaint, for example writing a complaint letter. They provide a confidential service which is free and totally independent of the NHS. Their details can be found at the back of this leaflet.

### What happens when I make a complaint?

We will acknowledge your complaint within three working days from the date it is received. We will discuss your complaint with you and agree your complaint plan, which will include:

- What has happened
- How long it will take us to investigate your complaint
- What you would like to see happen as a result of your complaint
- The way in which your complaint will be investigated
- How you would like to receive your response - this could be by telephone, letter or a meeting



### **What happens next?**

Your complaint will be investigated thoroughly by a senior member of staff. We will ensure that those involved with the investigation will be open and honest and act fairly throughout. Your response will include how we have dealt with your complaint, the conclusions, an apology if things have gone wrong and any actions taken.

### **What if I am not satisfied with the response?**

If you feel that there are any matters which we have missed, misunderstood or if you would like clarification on any points, you should contact us within three months from the date you received the response. We will see if there is any further action we can take to resolve your complaint and we may suggest a telephone call or a meeting between you and the investigating manager. We will make every effort to resolve all your outstanding issues.



If you are still not satisfied, you have the right to ask the Parliamentary and Health Service Ombudsman to review your complaint. The ombudsman can be contacted at:

#### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



If you would like a copy of this information in large print, another language, audio tape or other format please call our Contact Centre on 0344 811 8118.

## Useful contacts

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### **Patient Advice & Liaison Service (PALS)**

Freepost RLTC-SCHH-EGXJ  
North of Tyne PALS  
The Old Stables  
Grey's Yard  
Morpeth  
Northumberland NE61 1QD

Tel: 0800 032 0202  
Text: 01670 511 098  
Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

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If you need help or support making a complaint you can contact the independent complaints advocacy organisations below:

For North Tyneside:  
**Independent Complaints Advocacy (ICA)**  
2nd floor  
Rotterdam House  
116 Quayside  
Newcastle upon Tyne NE1 3DY

ICA helpline: 0808 802 3000  
Email: [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk)  
Website: [www.nenhscomplaintsadvocacy.co.uk](http://www.nenhscomplaintsadvocacy.co.uk)

For Northumberland:  
**Independent Complaints Advocacy  
Northumberland (ICAN)**  
Healthwatch Northumberland  
Adapt NE  
Burn Lane  
Hexham  
Northumberland NE46 3HN

ICAN helpline: 03332 408468  
Email: [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)  
Website: [www.healthwatchnorthumberland.co.uk](http://www.healthwatchnorthumberland.co.uk)



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## How to contact us

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### Northumbria Healthcare NHS Foundation Trust

#### Freepost RSTB-GBLA-HBAS

Patient Services and Quality Improvement Department  
Northumbria Healthcare NHS Foundation Trust  
7-8 Silver Fox Way  
Cobalt Business Park  
Newcastle upon Tyne  
NE27 0QJ

Tel: 0191 203 1340

Email: [patient.services@nhct.nhs.uk](mailto:patient.services@nhct.nhs.uk)

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If you have concerns or wish to make a complaint about adult social care services in Northumberland contact:

### Adult Social Care Complaints Team

#### Freepost RLTX-LBXU-SHBS

County Hall  
Morpeth  
Northumberland  
NE61 2EF

Tel: 01670 628 888

Email: [socialcarecomplaints@northumbria.nhs.uk](mailto:socialcarecomplaints@northumbria.nhs.uk)

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Please note if you have concerns or wish to make a complaint about adult social care in North Tyneside, these services are run by North Tyneside Council.

Please contact them on 0191 643 2280 or email [customerliaison@northtyneside.gov.uk](mailto:customerliaison@northtyneside.gov.uk).

PIN 294 / V4

Review date: June 2017

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# Your compliments, comments, concerns or complaints. We really want to hear from you.

Please let us know how we can improve your care. **Would you like to:**

give a compliment       share a concern   
make a comment       make a complaint  (please tick appropriate box)

**Tell us what was good or bad about your experience:**

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Your feedback is confidential, however to help us use it most effectively please tell us which hospital or service your comments refer to:

.....

Can we contact you if we need more information?    yes       no

*Please note that we cannot progress a complaint unless we have your details*

If yes, please provide contact details below:

Name: .....

Address: .....

..... Postcode: .....

Telephone: .....

Email: .....



**YOUR COMMENTS ARE APPRECIATED. THANK YOU.**

Business Reply  
Licence Number  
RTLL-KCYL-EYHL



Patient Services and Quality Improvement  
Northumbria Healthcare NHS Foundation Trust  
7-8 Silver Fox Way  
Cobalt Business Park  
Newcastle Upon Tyne  
NE27 0QJ