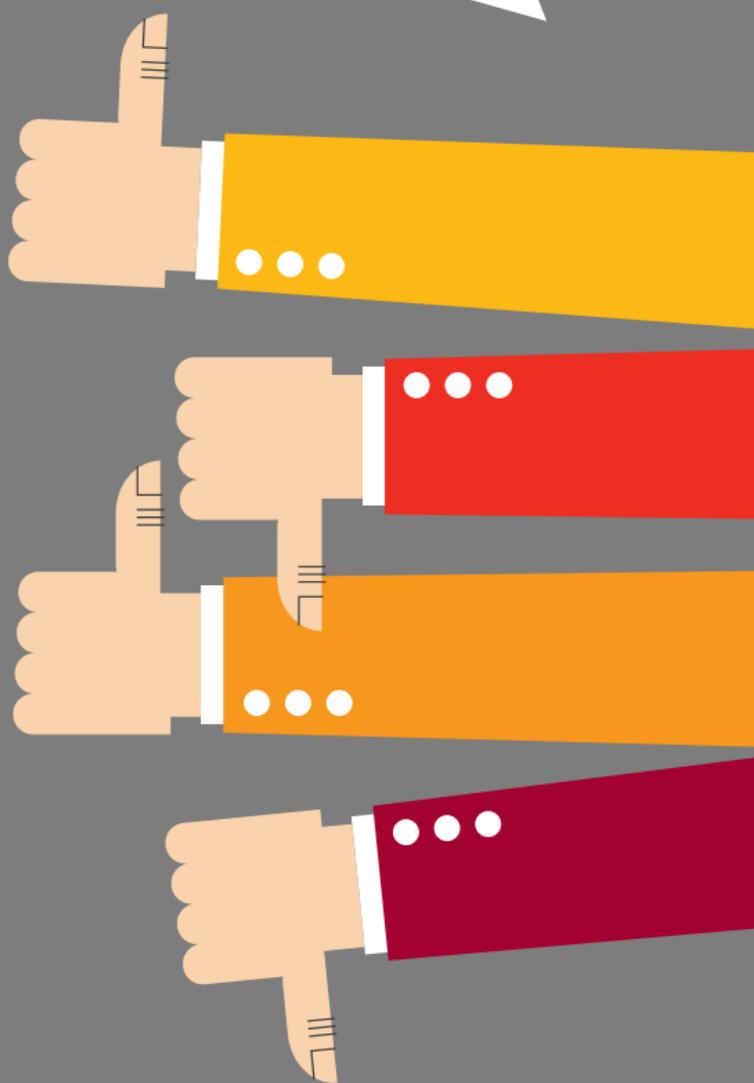


# Complaints

How to raise  
your concerns



## Raising your Concerns

RNOH NHS Trust staff will do whatever they can to make sure you get quick, proper and fair treatment. However, sometimes things can go wrong and you might not be happy with the treatment you, a friend or a member of your family has received. If you are not happy with any NHS treatment, or any other matter connected with the service you receive from RNOH, you can make a complaint or suggestion of how to improve our services.

# Patient Experience Team (PET)

If you are not happy about something, but you are not sure that you want to make a complaint, you can speak to the Trust's Patient Experience Team. They may be able to deal with your concerns informally. PET can give you more information about the formal complaints procedure and about independent complaints advocacy services that can represent you and give advice.

## **PET is here to:**

- Pass on your compliments to staff if you are pleased with any aspect of your care
- Help answer any questions about your care in hospital
- Advise and support you and your family - we understand that being in hospital can be an anxious time and you might need someone else to act on your behalf
- Listen to your suggestions for improving our service for patients and visitors
- Liaising with staff to ensure your concerns are responded to

For PET contact details please see the back page of this leaflet.

# Compliments

The Trust welcomes compliments so that good practice can be identified and shared across the hospital. Compliments can be passed to the PET Office - please refer to our contact details on the back page of this leaflet.

## How do I make a complaint?

### **Local resolution**

The best way to make a complaint is to speak directly to a member of staff who is involved with your care.

If staff have been unable to resolve your concerns and you wish to make a formal complaint you can:

### **Write to The Chief Executive or Complaints Department at**

Royal National Orthopaedic Hospital NHS Trust  
Brockley Hill  
Stanmore  
HA7 4LP

Telephone: **0208 909 5439/5717**

Email: **candp@rnoh.nhs.uk**

# What should I include in my complaint?

- The patient's name, date of birth and hospital number
- The name of the ward/department involved
- Details of what happened, including when and where
- The names / job titles of any members of staff, if known
- Your specific concerns; if you are raising more than one concern it helps to number each point to ensure that we answer them all
- Any questions you would like answers to
- What you hope to see happen as a result of your complaint
- If you are making a complaint on behalf of a patient we will provide you with a consent form to confirm that the patient is happy for us to investigate the complaint, to access their health records and release details of our investigations to you

## When will I hear from you?

We will call you within two working days of receiving your complaint to acknowledge it and make arrangements to resolve and address it. It is therefore helpful if you could provide a daytime phone number on which we can contact you. At this time we will discuss the timescales for responding to your concerns.

## What is the complaint process?

Your concerns/issues will be fully and comprehensively investigated and a response sent to you within the agreed number of working days from receipt. If this is not possible, you will be informed of the delay in writing.

## Why are complaints important?

The opinions of those who use our services give us valuable insight in to the patient care we provide and areas where improvements are required.

## Who can complain?

A complaint can be made by anyone who is affected by the actions or decisions of the Trust. As mentioned previously, if you are complaining on behalf of someone else, for patient confidentiality reasons we will ask for their consent to liaise with you.

## What is the time limit for making a complaint?

It is always best to make your complaint as soon as possible and not more than 12 months after the incident. Complaints received outside of these timescales may only be investigated at the discretion of the Complaints Manager.

## Will my complaint be kept confidential?

To fully investigate your complaint, information from health records may have to be shared with clinical and managerial staff, but we will respect patient confidentiality at all times.

Please be assured that your treatment will not be affected by raising a complaint and your complaint or relating correspondence will not be entered into your medical notes.

# Outcome of complaint

It is helpful to be clear what you want to happen as a result of your complaint. You may want:

- An apology
- Someone to explain what has happened
- Rectification of the problem as may be applicable to the treatment of the patient
- Some changes or improvements to be made to make sure the same thing does not happen again

## What if I am not happy with the response to my complaint?

If you are unhappy with our response please contact the Chief Executive in writing within 28 days of receipt of our letter. We may then suggest that we:

- Investigate your complaint further
- Arrange a meeting with you and the staff involved to discuss your concerns

## What if I am still not happy?

If after this, you still feel that your complaint has not been resolved, you can contact The Parliamentary and Health Service Ombudsman to investigate your complaint. You should do this within six months of our final response to you. You can write to them at:

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

Telephone: **0345 015 4033**

Fax: **0300 061 4000**

Email: **[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

Further information about the Ombudsman is available at **[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

# Where can I get more advice and help?

Free, independent and confidential help and advice can be sought from the NHS Complaints Advocacy Service. They can advise on matters relating to complaints and the NHS. Their contact details are as follows:

Helpline: 0300 330 5454

**[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)**

# Other useful names and addresses

## **Patient Experience Team (PET)**

Royal National Orthopaedic Hospital NHS Trust  
Brockley Hill  
Stanmore  
HA7 4LP

Telephone: **0208 909 5439/5717**

Email: **candp@rnoh.nhs.uk**

Opening hours:

**Monday to Friday 9am - 5pm**

## **The Patients Association**

Telephone: **0845 608 4455**

Email: **helpline@patients-association.com**

