

COMMENTS, CONCERNS, COMPLIMENTS AND COMPLAINTS

PATIENT AND CUSTOMER SERVICES

Patient Information Leaflet

Comments, Concerns, Compliments and Complaints

Most people are satisfied with the services they receive and are reluctant to complain if something gives them cause for concern or dissatisfaction.

Stockport NHS Foundation Trust welcomes constructive criticism of its services as the information received is invaluable in order to improve the quality of services offered.

The following information is a guide to help you and informs you of the complaints procedure at Stepping Hill Hospital and for the community services we provide.

Concerns

Many concerns can be resolved with the person in charge of the area where the patient is receiving care. This is in everyone's interest and staff will try to resolve concerns as quickly as possible.

If the issue cannot be resolved immediately, or the matter is of a more serious nature, please ask the member of staff dealing with your concerns for further advice.

By Telephone

You can contact the Patient and Customer Services team to discuss your concerns and the PCS case officers will agree a course of action with you. Telephone 0161 419 5678 or email PCS@stockport.nhs.uk

Complaints

A complaint should be made as soon as possible after the incident or event has occurred. The time limit is generally twelve months. When the complaint is of a serious nature, or when a concern has not been resolved, a formal complaint can be made. You will need to put your concerns in writing and send them to our Patient and Customer Services department.

You can make a complaint by writing a letter, sending an email, visiting our website or by completing the section at the end of this leaflet. Please see 'Contact Us' for the Patient and Customer Services team's contact details. Upon receipt of a complaint, an acknowledgement letter will be sent within 3 working days and a full investigation will then take place. After the investigation, you will receive a response in the agreed timescale. Where this cannot be facilitated you will be contacted with an update to agree a further timescale.

There are a number of agencies which offer independent support for people who want to make a complaint about NHS services.

Stockport residents can contact NHS Complaints Advocacy Stockport by telephone on 0161 989 0029 or by visiting www.stockportadvocacy.org.uk

Tameside residents can contact Healthwatch Tameside on 0161 667 2526 or email: NHSComplaints@healthwatchtameside.co.uk

Derbyshire residents can contact POhWER on 0300 200 0084 (charged at local rate) or by visiting www.pohwer.net

Manchester Residents can contact Carers Federation ICAS on 0808 802 3000 or by email: manchestericas@carersfederation.co.uk

What happens if you are not happy with the response?

If you are dissatisfied with the initial response to your complaint, please contact us. Your concerns will be readdressed and following further investigation a response will be provided or a meeting will be arranged. If you remain dissatisfied, you have the right to request an investigation by the Parliamentary & Health Service Ombudsman (PHSO).

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033

Compliments

It is a great boost for staff morale when patients or relatives take the time to write to us in appreciation of the care and treatment they have received. Such correspondence is always recorded centrally, acknowledged and shared with the staff concerned.

Comments

You may not want to make a complaint about any of Stockport NHS Foundation Trust's hospital or community services, but you may have a comment or suggestion about how things could be improved. Please write these in the space provided and give this leaflet to a member of staff.

Contact us

Please contact the Patient and Customer Services Department if you need more information. You can write to us at Poplar Suite, Stepping Hill Hospital, Stockport, SK2 7JE, telephone us on 0161 419 5678 or email us at pcs@stockport.nhs.uk

Complaint Form

Your name:

Your address:

Your telephone number:

If you are complaining on behalf of the patient, the following section will need to be completed but not if they are under 16 or do not have capacity. Please speak to a member of the PCS team should you require assistance.

Patient name:

Patient date of birth:

Patient address:

I fully consent to Stockport NHS Foundation Trust disclosing personal medical information from my records with the person named above. This person is making a complaint on my behalf and I would be grateful if you would deal with them as if you were dealing with me personally as they have my full authority in this regard.

Signed:

Dated:

Your comment/concern/complaint or compliment:

(Please continue on a separate sheet if necessary)

If you require the leaflet in large print, another language,
an audio tape or braille, Please contact:

Patient and Customer Services

Tel: 0161 419 5678 **Email:** PCS@stockport.nhs.uk

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