

## Who can complain?

It is important that if you feel strongly about something, that you have the opportunity to have your voice heard. Anyone who is receiving, or has received, NHS treatment or services can complain. You can complain for yourself, a friend or a relative, but you must have their permission to do so. If the patient is deceased, young or very ill, then you need consent from the next of kin.

## How can I complain?

To make a complaint, you can;

- Visit us in the practice
- Contact us via telephone
- Contact us via post
- Complete our online contact form

Your Health Partnership is now part of Sandwell and West Birmingham NHS Trust and the Trust Complaints Team manage all formal complaints received for our surgeries (Regis Medical Centre, Oakham Surgery, Lyndon Primary Health Care, Whiteheath Medical Centre, Mace Street Surgery, Great Bridge Health Centre).

If you would prefer to raise your complaint directly to Sandwell Hospital you can do so in the following way:

Send it in writing to:

**Complaints Department**, Sandwell and West Birmingham NHS Trust, Sandwell Hospital, Lyndon, West Bromwich, B71 4HJ

Phone: 0121 507 6440, 4080, 5892 10am – 4pm, Monday – Friday.

Email: [swbh.complaints@nhs.net](mailto:swbh.complaints@nhs.net)

## What information should I include?

You should be as specific about your complaint and what you would like us to do to resolve them. Please include the following;

The patient's full name, date of birth and if possible, their NHS number;

Your contact telephone number and an email address if you have one;

What happened and why you are unhappy;

The name of the staff involved, if known;

The date and time that the event occurred.

## **When can I complain?**

You should make your complaint as soon as possible but not more than twelve months after the event. This is because we are able to better investigate concerns while events are fresh in people's memories. We may be able to look into things which happened more than twelve months ago, if there is a genuine reason why you could not make a complaint sooner.

## **Making your complaint**

In the first instance, if possible, discuss your complaint with the staff member concerned to see if the issue can be resolved. If the issue cannot be resolved at this stage, please ask to speak to the Duty Manager, who will try to resolve the issue and offer your further advice on the complaints procedure.

If your complaint cannot be resolved, it will be forwarded onto the SWBH Complaints Team who will acknowledge receipt of your complaint within 3 working days. They will contact you either by email, telephone or letter to discuss your complaint and agree with you how this is going to be investigated and the timescales for this to be completed.

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

If you are complaining on behalf of someone else, please note we have strict rules of medical confidentiality. We need to know that you have the permission of the other person concerned and they will be asked to complete a consent form, unless they are incapable because of illness for example, when we would normally get signed consent from the next of kin.

## **Investigating your complaint**

When we look into your complaint we will:

- Ascertain the full circumstances of the complaint
- Arrange for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

### **I am worried that making a complaint will affect my care. Will the staff treat me differently?**

No. All of our staff are encouraged to be open and respond positively to complaints. Making a complaint will not have a negative effect on your care.

You can read Sandwell & West Birmingham NHS Trust Complaints handling policy [Complaints-Handling-Policy-ORG008-SWBH](#).

### **Where can I get help in making my complaint?**

POhWER (NHS Complaints Advocacy Service)

Telephone: 0300 456 2370 (charged at your standard network rate)

Minicom: 0300 456 2364

Fax: 0300 456 2365

Text: send the word 'pohwer' with your name and number to 81025

Address: PO Box 17943, Birmingham, B9 9PB

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Skype: pohwer.advocacy

Website: <https://www.pohwer.net/nhs-complaints-advocacy>

The Patient Association is the national non-disease specific helpline for anyone trying to navigate the health and social care systems in the UK. The helpline is free and a call back service is provided for those who call out of hours. They can be contacted on;

Telephone: 020 8423 8999 (Monday to Friday 9.30am-5pm)

Email: [helpline@patients-association.com](mailto:helpline@patients-association.com)

Website: <http://www.patients-association.org.uk/helpline>

### **NHS England Customer Contact Centre**

If you wish to talk to someone who is not involved in your care, you can contact NHS England Customer Contact Centre. They will be able to signpost you through the system, although they will advise you that it is preferable to go through local resolution by contacting us in the first instance.

You do, however, still have the right to approach the Customer Contact Centre if you feel you cannot raise your complaint with us. You can contact them on:

0300 311 2233 or by email [England.contactus@nhs.uk](mailto:England.contactus@nhs.uk) or by writing to NHS England, PO Box 16738, Redditch, B97 9PT

### **What can I do if I am not happy with the response?**

If you are not happy with the response we give you, you can tell us why and explain what else you want us to do. We will review your concerns and see if there is more we can do.

If, once we have done all we can, you are still unhappy, you can complain to the Parliamentary Health Service Ombudsman at;

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

Telephone: 0345 015 4033 – Monday to Friday 8.30am – 5.30pm

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

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



### **Further Information**

#### **Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator for all health and social care services in England. They can be contacted for information and advice. You can also give them feedback about your experiences of health and social care services, although CQC cannot investigate individual complaints.

Telephone: 0300 616161 – Monday to Friday 8.30am – 5.30pm

Fax: 0300 616 171

Address: CQC National Correspondence, Cityscape, Newcastle Upon Tyne, NE1 4PA

Website: [www.cqc.org.uk](http://www.cqc.org.uk)



