

A decorative graphic on the left side of the page, composed of several overlapping, angled bars in shades of blue, yellow, teal, purple, and magenta. These bars transition from a diagonal orientation on the left to a horizontal orientation on the right, ending in arrowheads.

**Information for patients
about concerns, complaints,
compliments and comments**

Introduction

Bridgewater Community Healthcare NHS Foundation Trust aims to give high quality community services to everyone we care for.

The staff who look after you work to make sure you get the right care quickly.

We would like to hear from you if you think we have done something well. We would also like you to tell us if we could do something differently.

We also want to know if you are unhappy with a service that we have given.

We what to hear what you think

Every comment we get helps us to make sure we are giving a service that meets your needs.

We want to know about the things that are not working as well as they should. This will help to us to make them better.

We also want to know what you think of our services. Please also let us know if you are happy with the care we gave you.

Getting help

If you are not happy with any part of your care, please tell the staff member.

Many problems can be sorted out by talking with the member of staff. Misunderstandings can easily happen and can often be sorted straight away.

Please contact the Patient Services Department by telephone on 0800 587 0562 or by email bchft.patientservices@nhs.net if:

- You are not happy after speaking to the member of staff or the manager of the service
- You do not want to talk about your feelings with the member of staff.

We will speak with the staff on your behalf and try to sort out any concerns you have.

You will not be treated differently because you have raised your concerns. We take all matters seriously and use the information to improve our services.

If matter is not sorted out, you can make a formal complaint.

The Patient Services Department will make sure your concerns are investigated. We will make sure you receive a full reply from the Chief Executive.

Who can make a formal complaint?

You can make a formal complaint if you:

- Are a patient or former patient
- Have the written consent of the patient
- Are a close relative or friend of a patient who cannot complain or consent. For example, if the patient has died, is very young or is very ill.

You should try to make your complaint within twelve months of the matter happening or it came to your notice.

You can make a formal complaint by:

- Writing to the Chief Executive Officer
- Telephoning Patient Services
- Using the online form.

Staff will always aim to reply to your complaint within three working days.

We will involve you in decisions about how your complaint is dealt with.

You will receive a full reply within the time agreed with you. We will let you know where your complaint is up to if we cannot keep to the time agreed.

It may be possible to arrange a meeting to talk about your complaint. This can happen before and/or after an investigation has taken place. Sometimes a meeting with us is useful to help work through a complaint.

Bridgewater Community Healthcare NHS Foundation Trust
Europa Point,
Europa Boulevard
Warrington
Cheshire. WA5 7TY
Telephone: 0800 587 0562
Fax: 01942 482671
Email: bchft.patientservices@nhs.net

Who can help me to make a formal complaint?

You can contact the Independent Complaints Advocacy Service (ICAS) if you need help to make your complaint. They will give you free support and advice.

Telephone: 0808 802 3000
www.carersfederation.co.uk

What if I am still unhappy?

You can consider taking your complaint to an independent review. You can do this after all local resolutions have been looked into.

You should do this within twelve months of the date of the letter telling you the result of your complaint. You have the right to ask the Ombudsman to look at your case. The Ombudsman promotes improvements in healthcare by assessing the performance of NHS organisations.

The Ombudsman
The Health Service Ombudsman for England
Millbank Tower
London. SW1P 4QP
Telephone: 0845 015 4033
www.ombudsman.org.uk

Headquarters: Europa Point, Europa Boulevard, Warrington, Cheshire, WA5 7TY

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