

## 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 team by telephone on 0800 587 0562 or by email [bchft.patientservices@nhs.net](mailto:bchft.patientservices@nhs.net) if:

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

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 team 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.

## How do I make a formal complaint?

You can make a formal complaint by:

- Writing to the chief executive
- Telephoning Patient Services
- Using the online form.

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

## What happens after you receive my complaint?

- 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.

## 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](http://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](http://www.ombudsman.org.uk)

## Contact details

Bridgewater Community Healthcare NHS Foundation Trust  
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89 Dewhurst Road  
Birchwood  
Warrington  
Cheshire  
WA3 7PG

Telephone: 0800 587 0562

Email: [bchft.patientservices@nhs.net](mailto:bchft.patientservices@nhs.net)

**For impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format call our Patient Services team on 0800 587 0562.**