

Gloucestershire Partnership



NHS Trust

**Praise, Complaints
or Suggestions**

Praise and Suggestions

We welcome any praise or suggestions that will improve our service.

You can:

- raise them directly with staff;
- contact GUIDE and PALS (Patient Advice and Liaison Service)
- use the suggestion boxes in wards and reception areas at the Charlton Lane Centre and Wotton Lawn;
- complete the enclosed card;
- write to the appropriate manager or the Chief Executive.

Complaints

The Trust is required to comply with NHS Complaints Regulations, which are explained in this leaflet.

If you wish to make a complaint, you can discuss it with staff in the first instance. Staff will be as helpful as possible and will try to resolve your complaint.

If you have an urgent concern, GUIDE & PALS may be able to help you.

If you wish to make a formal complaint, you can:

- complete the enclosed card;
- write to the
Chief Executive,
Gloucestershire Partnership NHS Trust,
Rikenel,
Montpellier,
Gloucester,
GL1 1LY;
- contact the Independent Complaints Advocacy Service (ICAS) for support and help.

Who Can Complain

You can complain if you:

- use the Trust's services;
- are a relative/carer/friend of a service user and have their written consent;
- are a relative/carer of a service user who has died, is a child or is incapable of giving consent (see section on confidentiality);
- are affected by the Trust. (For example, you may feel that the way in which another person is cared for has an adverse effect on you, or you may be unhappy with how staff speak to you when you visit someone on a ward.)

Will care be affected if I complain?

The Trust is clear that care and service provision will not be affected by the fact that a complaint has been made.

Confidentiality

If you complain about the care of another person, the Trust cannot normally provide you with confidential information about their care without their consent.

If the service user has died, confidential information about their care can normally be given to the next of kin/executor.

If you are a parent complaining about the care of a child, you should be aware that the Trust is not permitted to disclose confidential information about somebody aged 16 or 17 without the young person's consent. This may also apply to

children under the age of 16. The Trust may have to approach the young person/child for their consent.

If the service user is incapable of giving consent, the health professionals concerned must take decisions about the use of information.

The members of staff investigating a complaint may need to have access to the health records of the service user. Any disclosure will be confined to that which is relevant to the investigation of the complaint and to those people who have a clear need to know it in order to carry out the investigation.

These can be difficult and sensitive issues. If you have any queries, please contact the Complaints Manager.

What are the time limits?

The complaint should be raised within:

- 6 months of the incident: or
- 6 months of you realising you have something to complain about.

If your concerns are outside these time limits, you can contact the Complaints Manager to discuss if they can still be investigated.

Receiving your complaint

The Trust will:

- send you an acknowledgement within 2 working days;
- investigate your complaint;
- send you a written reply from the Chief Executive, if possible within 20 working days;
- inform you if the reply is delayed.

Resolving your complaint

The Trust is committed to resolving complaints. If you remain dissatisfied with the written reply, you can tell the Trust, who will see if any issues can be reinvestigated or clarified. A meeting with the appropriate staff may also be helpful.

Use of email

As email systems are not guaranteed to be secure, the Trust does not use them to send confidential information outside the organisation.

Any complaint made by email will be responded to by letter.

Independent review

The Chief Executive's reply will explain how you can ask for a review of your complaint if you remain dissatisfied with the Trust's response. Complaints about healthcare are reviewed by the Healthcare Commission. Complaints about social workers are reviewed by the County Council.

The Ombudsman

If you are not satisfied with the outcome of the above review, you can contact the Health Service Ombudsman.

Getting help and support

If you have a concern about your NHS service, if you are worried or if you have a problem, then GUIDE & PALS can help you. It offers individual support to anyone using Community and Mental Health & Learning Disability Services in Gloucestershire. It can act on your behalf to resolve any difficulties as quickly as possible and it can guide you towards other services too.

Independent Complaints Advocacy Service

ICAS is a free and independent service which can offer help and support to anybody making a complaint about an NHS service. An information pack is available on its website or by contacting ICAS.

ADDRESSES TO CONTACT:

Complaints Manager,
Gloucestershire Partnership NHS Trust,
Rikenel,
Montpellier,
Gloucester,
GL1 1LY
Tel: 01452 891138
www.partnershiptrust.org.uk

GUIDE & PALS
Freepost RRCB-YUZZ-BUTS
Gloucester
GL1 2TG
Tel: 08000 151 548
www.palsglos.org.uk
www.guide-information.org.uk

ICAS,
South of England Advocacy Projects,
Unit 3,
Willowside Park
Trowbridge,
Wiltshire
BA14 8RH
Tel: 0845 1203 782
www.seap.org.uk/icas

Healthcare Commission,
Complaints Team
Peter House,
Manchester,
M1 5AN
Tel: 020 7448 9200
www.healthcarecommission.org.uk

BUSINESS REPLY SERVICE

Licence No GR500

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Chief Executive

Gloucestershire Partnership NHS Trust

Rikenel, Montpellier

GLOUCESTER

GL1 1LY

Gloucestershire Partnership

NHS Trust

The Trust would be pleased to receive any comments you may have on the quality of the service that you have received.

Please tick:

- I want to say 'well done'
- I want to offer my suggestion(s) about how services can be improved
- I want to make a general comment about the service provided
- I want to make a complaint about the service provided

Details:

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Please write the name and address of the Ward or Team below:

Name:

Address:

Please write your name, address and telephone number below:

Name:

Address:

Postcode: Tel No:

peel to stick

Please tick If you wish to receive a written reply from the Trust

peel to stick