

DHU LLR Urgent Care Out of Hours is committed to providing an efficient and caring service for our patients. We take feedback very seriously and use it to improve our service. If at times we do not meet your expectations and you would like to comment on or make a complaint about the care or treatment that you have received, please see below for relevant contact details.

How do I make a complaint?

If you are not satisfied with the service you have received please talk to the most senior member of staff on duty at the time and they will try to resolve the matter as quickly as possible.

Alternatively please get in touch with our Governance Team by calling 0116 295 0076 or writing to DHU LLR Urgent Care – Out of Hours, Fosse House, 6 Smith Way, Grove Park, Enderby, Leicester LE19 1SX.

What if I am making a complaint on someone else's behalf?

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission.

Written consent will be required by the patient together with appropriate identification from the patient and also yourself which will include any legal documentation i.e. Power of Attorney.

If you are complaining on behalf of a deceased patient you should ensure that this is done by the next of kin. Whether you are complaining verbally or in writing, please let us know within a few days of the incident, or becoming aware of the incident, as this will enable us to establish what happened more easily.

When should you complain?

We hope that most problems can be sorted out easily at the time that they arise and with the person concerned. However, should you wish to make a formal complaint it is much better to do so as soon after the incident as possible (and at most within twelve months of the incident).

What happens next with my complaint?

Your complaint will be treated as confidential. We will acknowledge complaints within 3 working days and carry out a full investigation. We will involve you in decisions about how your complaint is to be handled including the timescales for providing you with a response. We will then look into your complaint and aim to:

- find out what happened
- make it possible for you to meet and discuss the problem with those concerned, if you wish to. You are able to bring a friend/family member to such meetings.
- identify what we can do to ensure the problem does not happen again.
- if our response is going to be delayed because the investigation has taken longer than anticipated, we will contact you to let you know.

We will then be in a position to offer you an explanation in a formal written response.

- Your own GP practice (who can forward feedback or complaints onto us).
- Your local Complaints and Customer Care team can help you find your way round the NHS and help you with any concerns and problems. Please telephone 08000 323 235.

- Your local NHS Complaints Advocacy Service.

This service is independent of the NHS and although it cannot investigate complaints, it can provide information and support to members of the public who wish to make a complaint.

- (Your GP Practice can give you details).
- Care Quality Commission (CQC).
- City Gate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel: 03000 616 161.

What to do if you feel that your complaint hasn't been resolved....

If you are not happy with our response or our investigation and have further concerns you can ask us to review your complaint again.

Alternatively, you can contact the Parliamentary and Health Service Ombudsman at:

The Health Service Commissioner

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Email: OHSC.enquiries@ombudsman.gsi.gov.uk

Website: www.ombudsman.org.uk

If you are still unhappy you can ask for an Independent Review to take place.

Access to information:

- We provide leaflets and information in a variety of languages and formats, including Easy Read.
- We have access to translating and interpreting services.

The different ways to contact us are inside this leaflet. Please let us know what you require and we will do our best to help.

What if I want to complain via someone else?

For Leicester City contact:

Leicester City Clinical Commissioning Group
Complaints Team
St Johns House
30 East Street
Leicester
LE1 6NB

For Leicestershire & Rutland contact:

East Leicestershire Clinical Commissioning Group
Complaints Team
Unit 2-3 Bridge Business Park
674 Melton Road
Thurmaston
Leicestershire
LE4 8BL

For West Leicestershire contact:

West Leicestershire Clinical Commissioning Group
Complaints Team
55 Woodgate
Loughborough
Leicestershire
LE11 2TZ



Fosse House
6 Smith Way
Grove Park
Enderby
Leicester
LE19 1SX

Email: llrooh.governance@nhs.net

What to do if you want to make a comment or complaint?

Our aim is to provide the highest level of care for all our patients.

We will always be willing to hear if there is any way you think we can improve the service we provide.



DHU we **CARE** for you