

## What happens if I'm still unhappy?

If you are still unhappy, you can escalate your concerns to the local Clinical Commissioning Group Patient Experience Team details of which can be obtained from the Concordia Governance Team on 0203 8706692.

If the Commissioners are unable to resolve the matter you have the right to ask NHS England to review your case by post to:

NHS England  
PO BOX 16738  
REDDITCH  
B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

(Please state 'For the attention of the complaints team' in the subject line)

By Telephone: 03003112233

If you are not content with NHS England's reply you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint, by post:

Parliamentary Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

By email to: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

By Telephone: 03450154033

## Can I get help to make a complaint?

If you would like support in making your complaint NHS Advocacy is a free, confidential service which is totally independent of the NHS. The service is provided by your local authority. Your local authority Customer Services Department will be able to provide you with contact details for your local advocacy provider.

### Community Outpatients company details

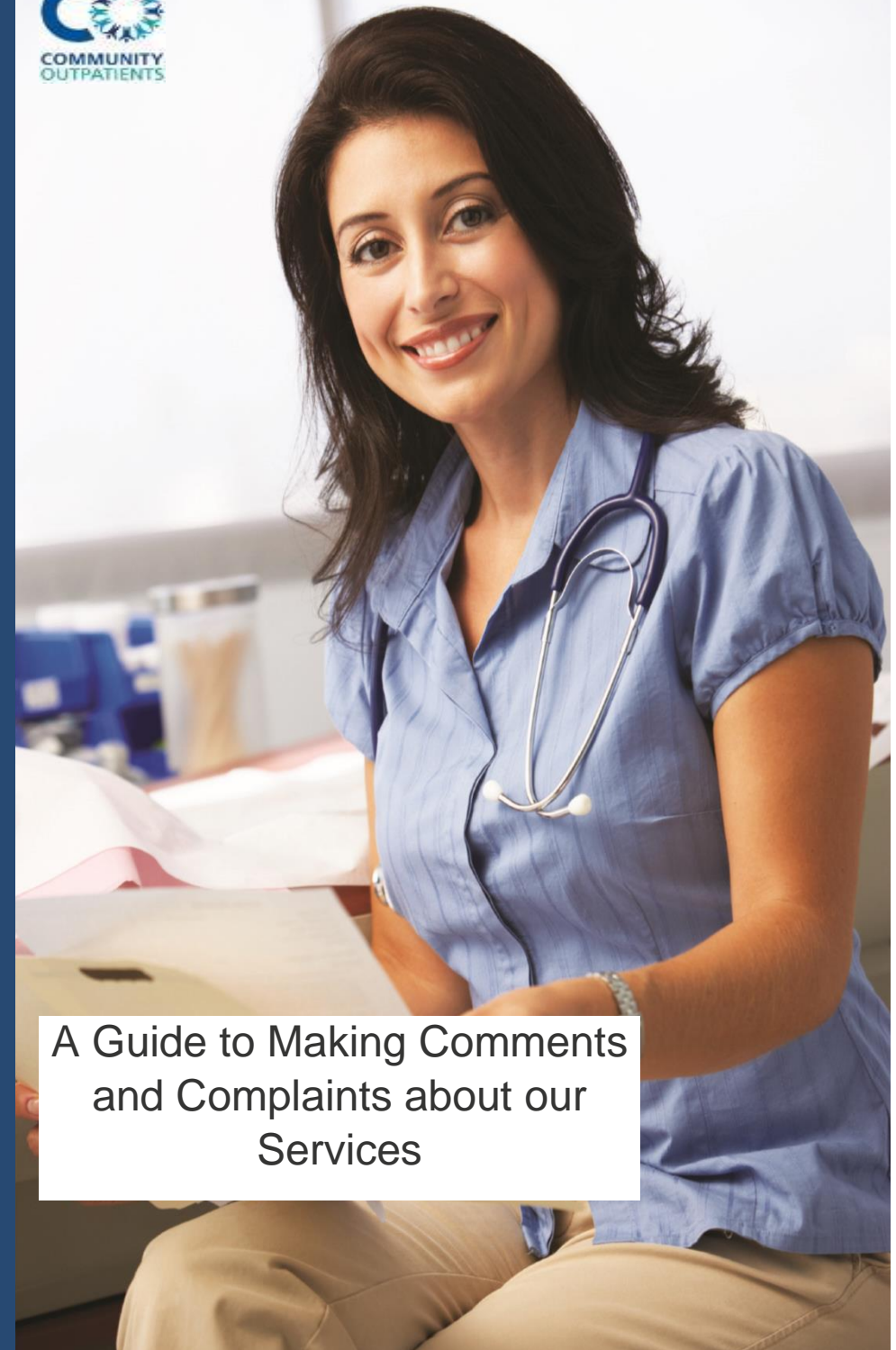
Community Outpatients is a trading name of Concordia Health Group Ltd.

Registered in England & Wales: No. 07834559.

Registered address: Alexandra House, 43 Alexandra Street, Nottingham, NG5 1AY.

Postal Address: Community Outpatients, Unit 10.1.1, The Leather Market, 11-13 Weston Street, London, SE1 3ER.

V4/06/2016



## A Guide to Making Comments and Complaints about our Services

## A GUIDE TO MAKING COMMENTS AND COMPLAINTS

At Community Outpatients, we are driven to deliver safe, high quality and friendly healthcare to our patients. We will do our best to ensure that your visit to our services is as comfortable as possible and to provide you with excellent personal and professional care.

There may be times when your expectations are not met. We therefore appreciate all feedback both good and bad regarding the care and service that you experienced during your visit.

### Friends and Family Questionnaires

As part of our commitment to continuous improvement, we encourage our patients to provide feedback on our service. The tool we use for this is our Friends and Family Questionnaire. These questionnaires are available at all of our clinic sessions and can be provided to all our patients at the end of their appointment.

The feedback we receive from these surveys remain anonymous and is reviewed monthly as well as quarterly. This information is used to identify any changes that need to be made to the service we offer. We will respond to any concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature.

### Other ways of raising an issue or concern

We hope your appointment with us is as comfortable as possible and that you do not have any concerns about the care you receive. If you do encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we may resolve these in a timely fashion.

You can provide feedback as follows:

#### During your appointment

During your appointment, please highlight any concerns you have to the medical practitioner undertaking your appointment.

#### After your appointment

As previously mentioned, you have the opportunity to complete our Friends and Family Questionnaire. Each questionnaire is reviewed and action is taken as required.

#### After discharge from our service

Should you have feedback (either positive or negative) about any aspect of the service you have received, you can ring the Service Manager on the telephone number on your appointment letter. **If you do not wish to feedback directly to the service manager you**

**can contact** the Community Outpatients Governance Team on 0203 8706692. They will be able to contact the right individual to deal with your concern so that we can deal with any feedback and resolve any issues as quickly as possible.

Alternatively, you can write to the Governance Team at Community Outpatients Head Office:

Governance Team – Community Outpatients  
Unit 10.1.1 The Leathermarket  
11-13 Weston Street  
London SE1 3ER

Or you can email your feedback directly to:

[Concordiahealth.governance@nhs.net](mailto:Concordiahealth.governance@nhs.net)

### The complaints process

Our complaints policy ensures your concerns are investigated and that you are given a full and prompt reply. This leaflet outlines our patient complaints procedure and gives you advice on how to get a satisfactory response to your concerns.

Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response.

### How do I make a written complaint?

It is helpful to put all formal complaints in writing. Your letter or email should include the following:

- Who or what has caused your concerns
- Where and when the events took place
- What action you have already taken, if any
- What results you want from your complaint.

All written feedback or complaints must be addressed to the Governance Team, who will acknowledge your complaint letter within three working days of receipt.

The individual speciality/service managers will be responsible for investigating the complaint and will write to you with the outcome within ten working days of the acknowledgement. If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.

### What happens if I am not happy with the response?

Our aim is to deal with your complaint as quickly as possible at service level. If you are not happy with our response, please inform the Governance Team and explain why. Your individual case will then be reviewed again taking into consideration any objections you may have about your feedback. Following this review you will receive a full response within twenty working days.