

Independent advocacy

Advocacy organisations are independent from the Trust and provide a free and confidential service to people wishing to have a say about the health services they receive.

POhWER NHS Complaints Advocacy

PohWer, PO Box 14043, Birmingham, B6 9BL
Tel: 0300 456 2370

Easy read

If you would like to receive information about your complaint in a different format, such as large print or 'easy read', or you have other communication needs, please let us know.

This document is also available in other languages and formats upon request.

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d'autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

यह दस्तावेज़ अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

هذه الوثيقة متاحة بلغات أخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب

Address to send complaints

Service Liaison Department (Forensic Services Division)
Nottinghamshire Healthcare NHS Foundation Trust,
Fleming Drive,
Woodbeck,
Notts, DN22 0PD

Tel: 01777 247396

Email: serviceliason.forensicservices@nottshc.nhs.uk

www.nottinghamshirehealthcare.nhs.uk

**Compliments, Comments,
Concerns, Complaints****Information for NHS patients in
HMP Lowdham Grange**

positive
about integrated healthcare

This leaflet explains how you can leave a compliment, make a suggestion or raise concerns or complaints about Nottinghamshire Healthcare NHS Foundation Trust's healthcare service at HMP Lowdham Grange. More information is available on the Trust's website: www.nottinghamshirehealthcare.nhs.uk

Compliments and comments

It is always good to know when we are getting things right. We would also like to know if you think we could be providing a better service. Please leave feedback on the 'How Can We Help You?' forms available throughout the prison.

Concerns

If the service you are receiving is failing your expectations, please complete a 'How Can We Help You?' form. Your concerns will be addressed as soon as possible.

Complaints

If you feel that your concerns have not been answered, you can make a formal complaint. Formal complaints are investigated promptly and thoroughly, as set out in the Trust's complaints procedure. We view the process positively as a chance to listen and to learn from feedback in order to improve service delivery. Raising concerns or making a complaint will not affect the care and treatment you receive or the services you are offered. We treat all complaints seriously and in complete confidence.

Send your complaint to the Trust's Service Liaison Department, Forensic Services Division, Rampton Hospital, Woodbeck, Retford, Nottinghamshire, DN22 0PD (telephone and email contact details at the end of the leaflet).

Support

If you would like help making a complaint, you should contact the independent advocacy organisations listed on the back page of this leaflet.

Once received, your complaint will be acknowledged in writing within three working days.

The issues you have raised will be examined and you will receive a written response (in addition to a meeting with the investigator where possible) by the date given in the acknowledgement letter. Please be aware that in order to address your complaint it will usually be necessary to access your medical records.

We aim to respond to all complaints as soon as possible, and certainly within 25 working days. In the event that, for unforeseen reasons, a response cannot be provided within this timeframe, you will be given a new date by which the response will be sent.

Time limits

We recommend that you make your complaint as soon as possible after the event. The Trust will investigate complaints made within 12 months of the patient or their family realising that there is something to complain about. This time limit may be waived in exceptional circumstances.

If you are dissatisfied with the outcome of your complaint, please let us know

We always try to resolve complaints satisfactorily and we will review your complaint and our response. Should you remain dissatisfied with the way your complaint has been addressed, you can request an independent review by the Parliamentary and Health Service Ombudsman. The Ombudsman is independent of government and the NHS, and the service is confidential and free. The address is:

The Parliamentary and Health Service Ombudsman

Citygate
Mosley Street
Manchester
M2 3HQ

Complaints helpline: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk