

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

Tel: 0300 456 2370 or 0300 020 0093

Together: Working for Mental Wellbeing

Tel: 0177 724 7569 (Rampton Hospital)

Tel: 0116 207 7774 (Arnold Lodge)

Tel: 0115 993 4506 (Wells Road Centre)

Tel: 0170 987 0839 (Wathwood Hospital)

Trust contact points for advice, concerns and complaints

Patient Advice and Liaison Service (PALS)

Tel: 0800 015 3367 or email: pals@nottshc.nhs.uk

Patient Experience Team (Forensic Services)

Rampton Hospital, Retford

Notts DN22 0PD

Tel: 0177 724 7396

PatientExperience.ForensicServices@nottshc.nhs.uk

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

مذہ الوثيقة متاحة بلغات اخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب

positive
about integrated healthcare

Information for Patients, Carers, Relatives and Service Users including Offender Health Forensic Services Division

Compliments Comments Concerns Complaints



This leaflet explains how you can leave a compliment, make a suggestion or raise concerns or complaints about Nottinghamshire Healthcare NHS Foundation Trust's Forensic Services. 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, and we would also like to know if you think we could be providing a better service. Please leave feedback, good or bad, with the manager of the service concerned. Alternatively, enter feedback on the Your Feedback Matters website (<http://feedback.nottinghamshirehealthcare.nhs.uk>) or email PALS@nottshc.nhs.uk

Concerns

If the service you are receiving is failing your expectations, please talk to the manager or staff involved. They will try and sort things out as soon as possible. Our Patient Advice and Liaison Service (PALS) can also answer questions about the services we provide.

Complaints

If you do not feel able to talk to the staff directly or feel that they cannot resolve the issues for you, you can make a complaint. The Trust has a complaints procedure which enables complaints to be investigated promptly and thoroughly. 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 provided. We treat all complaints seriously and in complete confidence.

To make a complaint please provide details either verbally or in writing to the manager of the service concerned, to the Patient Experience Team (Forensic Services — address at end of leaflet), or to the Chief Executive of the Trust.

Please note that if you are making a complaint on behalf of a patient, it will usually be necessary in the interests of confidentiality to obtain the patient's consent before a response can be made.

Your complaint will be acknowledged within three working days.

Where possible you will be contacted at an early stage to discuss your concerns and clarify the outcomes you are seeking. The issues you have raised will then be examined and you will receive a response which gives details of the investigation, the reason, if appropriate, for any failure in our service, and the action taken to prevent it happening again. In most cases a written response is provided by the Executive Director for Forensic Services.

We aim to respond to all complaints within an agreed timescale, generally no longer than 25 working days. In the event that a response cannot be provided within the agreed timescale, you will be advised of the reason for the delay and the date by which the investigation and response will be completed.

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 the investigation 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

Difficulty in stating a complaint

If you have difficulty in making a complaint and require assistance you should contact the Patient Experience Team or one of the independent advocacy organisations listed on the next page.