

Information Leaflet

RAISING YOUR CONCERNS

Integrated Care 24 Limited operates a complaints procedure as part of the NHS system for dealing with complaints.

HOW TO RAISE YOUR CONCERNS

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish the facts more easily.

However, if this is not possible, please let us have details of your complaint within 6 months of the incident that caused the problem, or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

You can make your complaint in writing, by telephone or e-mail.

To complain about the service you have received from the duty doctors, nurses, administrative or operational support staff working for Integrated Care 24 Limited you should contact:

Clinical Governance Team
Integrated Care 24 Limited
The Long Barrow
Orbital Park
Ashford Kent TN24 0GP
Tel: 01233 505450
Email: cg@IC24.nhs.uk

WHAT YOU CAN EXPECT

The Complaints Procedure is thorough and fair and you can expect the following outcome:

- A full explanation of what happened from the service point of view
- An apology if one is due
- An explanation of what has been learnt from the complaint and action taken to prevent a recurrence in the future

WHAT WE CANNOT DO

Things that Integrated Care 24 Limited cannot do through the NHS complaints process

- We cannot give financial compensation

HOW WE WILL DO THIS

These are the steps taken to try to reach local resolution and a satisfactory outcome:

- You will receive an acknowledgement within two working days of receipt of your complaint letter. You will receive a copy of this information leaflet with the acknowledgement letter. A consent form and a business reply envelope will also be enclosed.
- You will be requested to complete and sign the consent form, and return it in the business reply envelope. If you are making a complaint on behalf of a patient, you will see that you will need to obtain their signature on the consent form. This consent procedure authorises us to access the database records we hold relating to the patient concerned, to enable the complaint to be fully investigated. In order to provide advice and/or treatment to patients, we have to collect personal information from them – basic identification details such as surname, forename(s), date of birth, telephone contact number(s), and some healthcare details such as health problems and symptoms, previous and current medication, etc.
- Your complaint will be handled administratively by one of the three members of the Clinical Governance Team.
- Complaints concerning medical advice and/or treatment are reviewed by a Medical Director, who is a General Practitioner.
- Complaints concerning advice and/or treatment provided by Nursing staff, and matters concerning operational procedures and/or operations staff, are reviewed by the Director of Clinical Services.
- We will always aim to provide you with a full written response within 25 working days of the date we receive your signed consent. If we experience a delay in obtaining responses from relevant practitioners/staff e.g. because of their sickness or leave absence, we will send you an interim response to confirm that the investigation is proceeding.

If you are satisfied with the response to the complaint, this will close the complaint.

IF YOU REMAIN DISSATISFIED

If you are not satisfied with the written response from Integrated Care 24 Limited to your complaint,

- You should explain why you are not satisfied, identify issues that you feel have not been addressed fully and the practitioner/service will be asked to review the matter
- You can meet with us to try to reach a satisfactory outcome. We call this a Local Resolution Meeting. If you feel that it would benefit you to have someone to accompany you to such a meeting, and to put your views across/assist you in doing so, you can contact the Independent Complaints Advocacy Service (ICAS). They are a completely impartial and independent organisation. *Their contact details are at the end of this leaflet.*
- An Independent Mediator can sometimes be involved to assist in achieving local resolution. Mediators are trained in the skills of resolving disputes and are familiar with the NHS and Primary Care. They are independent of the service and do not personally know the parties involved in the complaint. The Mediator will listen to all aspects of the complaint and assist in finding a resolution to the problem.

Either party can request mediation but both parties must agree before it can proceed. *The contact details for the Mediation Service are at the end of this leaflet.*

IF LOCAL RESOLUTION HAS NOT BEEN ACHIEVED

Occasionally it will not prove possible at local level to resolve matters to the complainant's satisfaction.

You have the option in these circumstances to take your concerns to a second stage, by referring your complaint to the Parliamentary & Health Service Ombudsman, requesting that the complaint be reviewed.

The Ombudsman will only review a complaint if it has first been taken up locally through the Complaints Procedure. *The contact details for the Ombudsman are at the end of this leaflet.*

CONTACT DETAILS

NHS Complaints Advocacy Service (POhwer)

Tel: 0300 456 2370

www.pohwer.net

**Parliamentary & Health Service Ombudsman,
Millbank Tower
Millbank
LONDON
SW1P 4QP
Tel: 0345 015 4033**

The Care Quality Commission is the regulator of health and adult social care in England. They make sure that the care people receive meets essential standards of quality and safety and encourage ongoing improvements by those who provide or commission care. Members of the public may contact the Care Quality Commission at any time in order to inform them of any concerns.

**Care Quality Commission
CQC National Correspondence Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161**

<http://www.cqc.org.uk/contact-us>