

Holy Cross Hospital

PROCEDURE FOR HANDLING PATIENTS' COMPLAINTS

Our Services

- 1 We plan to deliver services as they are described in our literature and in ways that are appropriate to the recipient's needs and timely.
- 2 We intend to maintain high standards of professional competence in all aspects of our work.
- 3 We aim to bring qualities of understanding and compassion to all our work.

Our Pledge

- 1 We recognise that what we do may give rise to a complaint from time to time.
- 2 We undertake to listen carefully to anyone who is pointing out what they believe to be a mistake and to make a written record if it seems best to do so.
- 3 We aim to learn from the complaint, putting matters right whenever it is in our power to do so and doing what is necessary to prevent a recurrence of the problem.

Patients' and Clients' Rights and Responsibilities

- 1 You have the right to receive services that we have undertaken to provide and to enjoy courtesy and respect from all staff.
- 2 You have the right, through making a complaint, to have any alleged shortcomings from this standard investigated by management and any concerns addressed.
- 3 You are responsible for ensuring that you communicate your needs in a clear and courteous manner to appropriate staff as far as possible. If you so request, we will give support in using this Complaints Policy.
- 4 You are also responsible for understanding the limits to the service that you can reasonably expect of us.

Instructions to Staff

- 1 If a patient or a relative or visitor acting on the patient's behalf, expresses concern about the services being provided, you must give careful attention to find out what is considered to be unsatisfactory and to determine if you can deal with the matter or whether it should be reported to a more senior member of staff.
- 2 All staff must be prepared to listen to concerns expressed whether the matter is related to their work area or not. If not immediately resolved, the matter must be brought to the immediate attention of an appropriate senior member of staff.
- 3 All matters are to be dealt with promptly. Speed of response demonstrates our commitment to providing a good service.
- 4 For purposes of this procedure senior staff includes Clinical Development Managers, Wards Sisters, Night Sister, General Manager, and medical staff. Senior staff must bring complaints to the attention of the Chief Executive or a member of Management Team at the earliest possible opportunity.

If a Complaint is not settled immediately

- 1 The hospital management gives an undertaking to investigate any complaint brought to its attention, which has not been resolved earlier. It is generally best for a

complaint to be put in writing if early attempts to resolve it have failed and the letter should be addressed to the Chief Executive and set out a brief summary of what is considered to be unsatisfactory or wrong. An acknowledgement of a written complaint will be given within 2 working days. Investigations will be carried out carefully and discreetly and a response prepared within 20 working days. Information on how to take the matter further will be included in the reply. In the event that the investigations require more time than this, a letter of explanation will be sent within the 20 days. (Management in the context of this policy means the Chief Executive and Director of Clinical Services or someone acting on their authority.)

2 All written complaints will be reported to the Advisory Committee, the body with responsibility for monitoring the performance of the management. A report will also be given to any public body funding the patient and to the Registering Authority as appropriate.

3 When a complaint is about a clinical matter, the consultant responsible for the care of the patient will be notified at the earliest opportunity, will be asked for comments and may be involved in the response.

If the response from Hospital Management is not considered satisfactory

If desired and following a response from management, the matter may be taken outside our organization to the registering authority.

Complaints concerning the Hospital should be addressed to:

The Healthcare Commission (PVH)
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG
0207 448 9200

Email londonsoutheast.ihccomplaints@healthcarecommission.org.uk

NHS Patients

Many patients receive treatment at Holy Cross Hospital as NHS patients. In their cases, if a complaint is not resolved satisfactorily by the local procedures, they may ask for the problem to be considered by the NHS Independent Review procedure. The Chief Executive will provide information on this.

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