



Holy Cross Hospital

PROCEDURE FOR HANDLING COMPLIMENTS, COMMENTS AND COMPLAINTS FROM PATIENTS OR VISITORS

The Chief Executive is responsible for implementing the Compliments and Complaints Policy and ensuring that all the Hospital's employees are aware of it. Responsibility for investigating and where possible resolving complaints may be delegated to other managers.

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 Principles

- 1 We value all feedback given by those who have direct experience of our services and will record compliments, comments and complaints to provide us with evidence to share with others and to help us assess the quality of our work.
- 2 We recognise that what we do may give rise to a complaint.
- 3 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 the matter is not readily and immediately resolved.
- 4 We aim to learn from compliments, comments and complaints, putting matters right whenever we can and doing what is necessary to prevent a recurrence of a problem.

Advice about Patients' Rights and Responsibilities

- 1 You (meaning patients and authorised representatives) 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. If you so request, we will give you support in using this Procedure.
- 3 You are responsible for ensuring that you communicate your needs in a clear and courteous manner to appropriate staff as far as possible.
- 4 You are 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 with permission on the patient's behalf, expresses particular appreciation of a service provided or of the Hospital's services in general, you should ensure that a manager is informed and that a record is made of the comment or the compliment, the time and date it was given and who gave it. It may be courteous to acknowledge receipt.
- 2 If a patient or a relative or visitor acting with permission 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.
- 3 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, a complaint must be brought to the immediate attention of an appropriate senior manager. A report form is available for this purpose.
- 4 All matters are to be dealt with promptly. Speed of response demonstrates our commitment to providing a good service.

5 For purposes of this procedure senior managers are the Director of Clinical Services, the Director of Nursing Services and the Director of Finance. Senior managers must acknowledge the complaint and seek to communicate directly with the complainant to determine as precisely as possible what is found to be wrong, what outcome the complainant is looking for, to agree on the steps to be taken to investigate and to set a time limit for preparing the response.

6 An investigation may be conducted into the matters raised in the complaint. All staff are required to be open, honest and constructive in providing information to the senior manager carrying out the investigation or the manager delegated to do this on the senior manager's behalf.

7 These instructions may be summarised as:

Listen Report Record Investigate

Arrangements to investigate and respond to complaints

1 The hospital management gives an undertaking to investigate any complaint brought to its attention. It is preferred but is not essential that a complaint be put in writing by the complainant if early attempts to resolve it have failed. The appropriate senior manager will make arrangements with the complainant to do this. An acknowledgement of a complaint will be given within 3 working days and an offer made to discuss the matter of the complaint and how to proceed in resolving it. Subject to the outcome of a discussion, investigations will be carried out carefully and discreetly and a response prepared within the time limit agreed. Information on how to take the matter further will be included in the reply.

2 All compliments and complaints will be reported to the Advisory Committee. A report will also be given to any public body funding the patient and to the Registering Authority (Care Quality Commission).

3 When a compliment or 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.

4 If the investigation results in management identifying the need for action to be taken to prevent a recurrence, the response will include reference to this.

If the response from the investigating manager is not considered satisfactory

If desired and following a response from the senior manager, an appeal may be addressed to the Chief Executive. The complainant should notify the Chief Executive of an appeal by letter, email or telephone at the earliest opportunity and agreement will be reached with the complainant on arrangements for a hearing.

Complainants may send information about the matter giving rise to the complaint to the Care Quality Commission at: CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Telephone 03000 616161 Fax 03000 616171

However, it should be noted that CQC do not investigate complaints but may use them as evidence in assessing compliance with Essential Standards.

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 Funding CCG and/or by the Health Service Commissioner. The Chief Executive will provide information on this.



HOLY CROSS HOSPITAL, HASLEMERE, SURREY GU27 1NQ

Telephone Haslemere 01428 643311 Fax 01428 644007 e-mail: reception@holycross.org.uk internet: www.holycross.org.uk

The Hospital is owned by:

The Congregation of the Daughters of the Cross of Liege. Registered Charity No 1068661. A Company Limited by Guarantee and Registered in England. Reg. Company No. 3492921 Reg. Office: 29, Tite St. London SW3 4JX