



Northamptonshire

**NHS Northamptonshire Advice and Information Service
Your Voice is Important Compliments – Comments Concerns –
Complaints Please contact us:**

0800 5870 879

pals@northants.nhs.uk

**NHS Northamptonshire
Advice and Information Service
Francis Crick House
Summerhouse Road
Moulton Park
Northampton
NN3 6B**

This leaflet explains how to contact us for advice or information and how to provide feedback on NHS Northamptonshire's services.

NHS Northamptonshire

Our services include GP, Dental, Pharmacy, Opticians and local healthcare, as well as policies and funding decisions.

Your Rights - You have the right to comment, raise concerns, complain or give feedback about health services. Making a complaint will not put your care at risk or adversely affect the way a person is treated. All concerns and complaints are dealt with in the strictest confidence.

Help and Advice If you have a problem but don't know who to ask, or if you are worried and not sure what to do, we can swiftly provide advice and information to help resolve problems you may have.

Remember - you can always call us on 0800 5870 879 if you are unsure who to approach or if you would prefer to speak to us.

Making a comment, complaint or raising a concern

Who? Anyone who receives, or has received NHS services or any person who is likely to be affected by decisions in relation to their NHS healthcare. If you are raising concerns on behalf of

another person – usually a relative or close friend - we will need their consent.

How? In writing, verbally or electronically including a contact telephone number if possible.

When? By the next day if possible but no longer than 12 months after the event or 12 months from when you realised you had cause to complain. This time limit is flexible if there is good reason why this could not happen.

Where? Every NHS organisation follows the NHS complaints procedure. If possible you should approach the surgery, practice, clinic or hospital. In some cases it will be possible to sort things out quickly. You can also contact NHS Northamptonshire directly.

We will not discriminate on the grounds of gender, age, disability, race, beliefs or sexual orientation. We will treat you with respect and dignity at all times.

What happens next?

We will do our very best to work with you to sort the problem quickly. If this is not possible, we will acknowledge your contact in three working days, giving you the opportunity to discuss

with us how the matter is to be handled. This may involve requesting your consent to forward the matter to the relevant organisation to handle. The outcome of the investigation will

be shared with you along with any learning outcomes.

Conciliation

If you have outstanding concerns that are not resolved, you can request the involvement of the Conciliation Service. Conciliators are independent lay people who are skilled at helping complaints to be resolved.

Call 0800 5870 879 for further information. If you need this information in another format such as large print or audio, please contact us on 0800 5870 879

Useful Contacts

The **Independent Complaints Advocacy**

Service (ICAS) is an independent organisation that supports people who wish to make a complaint about their NHS treatment or services. ICAS can be contacted by phone on

0300 456 8347, or write to: Carer's Federation ICAS, Victory House, 400 Pavilion Drive, Northampton NN4 7PA.

The **Health Service Ombudsman** has published a booklet that describes the 'six principles for remedy' in relation to complaints handling and involves:

1. Getting it right
2. Being customer focused
3. Being open and accountable
4. Acting fairly and proportionately
5. Putting things right
6. Seeking continuous improvements

If you remain unhappy after everything has been done to try to resolve your concern or complaint you have the right to approach the Ombudsman. **Tel:** 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Write: Millbank Tower, Millbank, London
SW1P 4QP.