



West Hampshire Clinical Commissioning Group

Patient Experience and Complaints Service

We welcome your comments, concerns, complaints and compliments. Please provide a telephone number or email address and return this Freepost form and we will contact you to discuss your query.

Your name:

Telephone number:

Email:

I would like to discuss a:

- Comment Complaint
 Concern Compliment

Any other non-confidential information:



For concerns or complaints regarding your GP, dentist, optician or pharmacist, please contact them directly. Alternatively contact NHS England who are responsible for managing complaints about GP's, dentists, opticians or pharmacists at the Customer Contact Centre:

Tel: **0300 311 22 33** Email: **England.contactus@nhs.net**

Address: **NHS England, PO Box 16738, Redditch B97 9PT**

You have the choice of raising a complaint either directly to the service providing your care or treatment or with West Hampshire CCG. You do not have the option to raise your complaint with both the service provider and the CCG.



If you are unsure who to contact or wish to discuss options in managing your concerns, please contact the Patient Experience and Complaints team who will be happy to help you.

If you have had experience of using healthcare services then we would like to hear about it. We listen carefully when patients and the public offer praise or criticism and use this to improve services.





Will making a complaint affect my care?

All information regarding complaints is strictly confidential and details will not be kept in your medical records. Therefore, raising your concerns will not affect your future care in any way.

For a translation of this document,
an interpreter or a version in

large print or  or 

please contact
NHS West Hampshire CCG
☎ 0800 456 1633

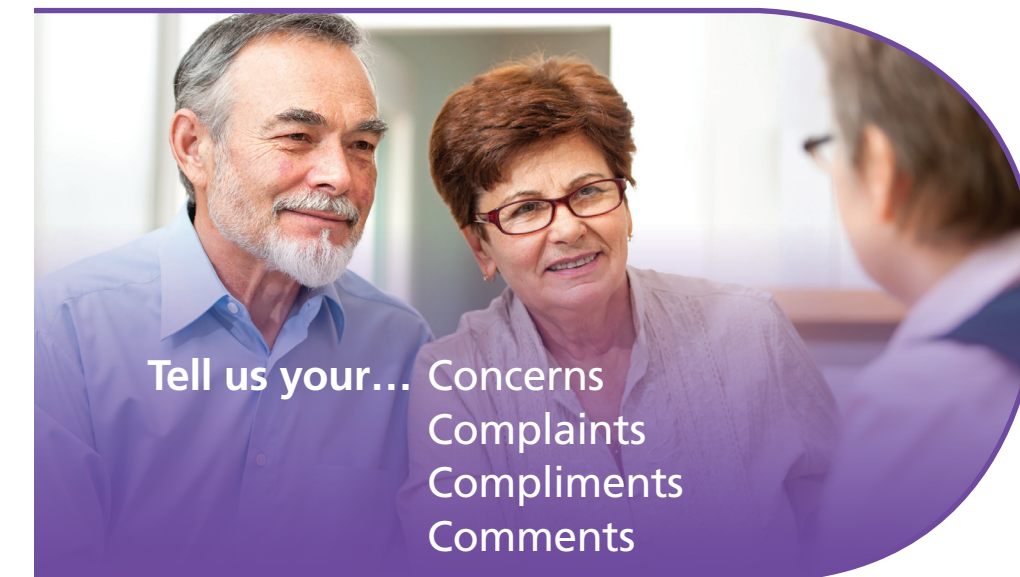
-  **Website:** Westhampshireccg.nhs.uk
 **Facebook:** West Hampshire CCG
 **Twitter:** @WestHantsCCG
 **Email:** info@westhampshireccg.nhs.uk



West Hampshire Clinical Commissioning Group

Patient Experience and Complaints Service

Your experience matters to us



Tell us your... Concerns
Complaints
Compliments
Comments

Tel: 0800 456 1633

Email: WHCCG.YourFeedback@nhs.net

Or write to: Patient Experience and Complaints Team,
West Hampshire CCG, Omega House,
112 Southampton Road, Eastleigh SO50 5PB



West Hampshire Clinical Commissioning Group
is responsible for planning and buying
health services for the people of the
West Hampshire area.
We aim for these health services to provide the
highest standard of healthcare we can.

We welcome your concerns, complaints, compliments or comments about any services we commission on your behalf, these include:

- Community health services
- Maternity services
- Planned hospital care
- Urgent and emergency care including A&E, ambulance and out-of-hours services
- Healthcare services for children, including those with complex healthcare needs
- Rehabilitation services /wheelchair services
- Healthcare services for people with mental health conditions
- Healthcare services for people with learning difficulties
- Continuing healthcare
- Individual funding decisions

How do I make a complaint?

If things do go wrong it is always best to let someone close to the cause of the concern know immediately. This may be a doctor, nurse, therapist or receptionist, as it may be possible to resolve the problem for you straight away.

If you do not feel comfortable talking to staff from the service, ward or department, you can contact us and we will discuss with you how best to resolve your concerns and will be happy to meet with you.

Complaints occasionally involve services provided by more than one organisation. All NHS and local authority social care organisations have a duty to cooperate in the investigation of complaints and provide a combined response where appropriate. You will be advised which organisation is best able to coordinate the investigation and provide the combined response to your complaint.

How we will manage your complaint

We will contact you by phone, letter or email, within three working days of receiving your complaint.

We will discuss with you the best way to investigate your complaint and agree how it may be resolved. At this point we will discuss how long the investigation is likely to take and how you would prefer to receive a response to your complaint.

We will send a full written response to you when the investigation has been completed and we will keep you informed of any unexpected delays that may arise. The reply will explain what happened and apologise for any failings in care or services. It will also tell you about the action we have taken to correct and improve the services that you have complained about.

If you need help

If you need independent support through the NHS complaints process you can contact [Independent Health Complaints Advocacy](#) via [Healthwatch](#):

Tel: **01962 440262**

Post: **Freepost RTHH-KGST-ZRBC, Healthwatch Hampshire, Westgate Chambers, Staple Gardens, Winchester SO23 8SR**

Email: enquiries@healthwatchhampshire.co.uk

Making a complaint on behalf of someone else

If you would like to make a complaint on behalf of someone else we will ask you to provide their written consent before we can commence an investigation.

We have a legal responsibility to keep all patient information confidential and cannot discuss patient details or share information with a third party, unless we have received the patient's consent.

What if I am not happy with the response?

We will endeavour to ensure that you have your concerns and complaints fully investigated with integrity and you will receive a clear, honest response.

However, if this response fails to address your complaint fully, your investigation officer will continue to work with you to achieve a satisfactory outcome.

If you're not happy with how we've dealt with your complaint, and would like to take the matter further, you can contact the [Parliamentary and Health Service Ombudsman](#) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman:
visit www.ombudsman.org.uk/make-a-complaint
or call **0345 015 4033**

0101

Business Reply Plus
Licence Number
RTHA-CGJB-RZGJ



Patient Experience & Complaints
West Hampshire Clinical Commissioning Group
Omega House
112 Southampton
EASTLEIGH
S050 5PB

