




COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE

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- Healthwatch Derby received substantial feedback from service users. Where urgent feedback is shared these will be highlighted to the Quality Assurance & Compliance Officer for urgent action, safeguarding referrals, escalation policies etc.

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- Complaints Stage 1 - If a service user requests advice about the complaints process, we will firstly determine if any complaint has already been initiated. If no complaint has been initiated we will provide information about how to complain directly to service providers, or directly to service commissioners. We will also provide advocacy details.

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- Complaints Stage 2- If a complaint has already been made and the individual is unhappy with the outcome, we will provide details of the relevant Ombudsman so individuals can take their complaint past the local resolution stage should they choose to. We will also provide advocacy details.

COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE

HEALTHCARE PROVIDERS – Stage 1 If an individual is complaining for the first time.			
NHS TRUSTS (DTHT, DHFCT, EMAS)	GPs, WIC's, NHS 111	Opticians, Pharmacies, Dentists (For emergency dental and social care dental see Social Care Providers)	Private Healthcare Provider
<ul style="list-style-type: none"> • Option 1 - For all current complaints refer to PALS provision for the Trust. See Trust websites. • Option 2 - The individual also has the option of complaining directly to the commissioner of services. DTHT commissioner is SDCCG, DHFCT & EMAS commissioner is Hardwick CCG, see individual CCG website. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 - The individual can complain to the Practise Manager of their GP. See individual practice website for details, or ring the practice for a copy of their complaints policy. For WICs, a complaint needs to be made with One Medical who manage both centres. For NHS 111, a complaint needs to be made with Derbyshire Health United. • Option 2 - The individual can also make a complaint to the commissioner of services. For GPs it is NHS England, and for WICs & NHS 111 it is SDCCG. See individual websites for details. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 - The individual can complain to the service provider. See individual provider website for details, or ring the provider for a copy of their complaints policy. We can help locate details if needed. • Option 2 - The individual can also make a complaint to the commissioner of services NHS England. See website for details. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 – The individual can complain to the service provider. See individual provider website for details, or ring the provider for a copy of their complaints policy. We can help locate details if needed. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy

COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE

HEALTHCARE PROVIDERS – Stage 2 If an individual has made a complaint and is not satisfied with the outcome.			
NHS TRUSTS (DTHT, DHFCT, EMAS)	GPs, WIC's, NHS 111	Opticians, Pharmacies, Dentists (For emergency dental and social care dental see Social Care Providers)	Private Healthcare Provider
<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2 - If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Parliamentary & Health Services Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. • See advocacy details from stage 1 for help and support. 	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2 - If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Parliamentary & Health Services Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. • See advocacy details from stage 1 for help and support. 	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2 - If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Parliamentary & Health Services Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. • See advocacy details from stage 1 for help and support. 	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied with the outcome, they can now take their complaint further and directly approach the Parliamentary & Health Services Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. • See advocacy details from stage 1 for help and support.

COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE

SOCIAL CARE PROVIDERS – Stage 1 If an individual is complaining for the first time.			
Local Authority Provision	Local Authority Placement, managed by a Private Provider	DCHS – Dental Access in social care, Emergency Dental Care, Community Nursing	Private care provider
<ul style="list-style-type: none"> • Option 1 – For all current complaints refer directly to the service manager. If unsure we can locate service manager details. • Option 2 - The individual can also complain directly to Derby City Council. See website for details. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 – For all current complaints refer directly to the service manager. If unsure we can locate service manager details. • Option 2 - The individual can also complain directly to Derby City Council. See website for details. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 – For all current complaints refer directly to the service manager at DCHS as they are the service providers. If unsure we can help locate details. • Option 2 – The Individual can also complain to the commissioners. DCHS have 2 commissioners. For all dentistry related complaints (emergency or social care setting) the individual can complain to NHS England, see website. For all community nursing related complaints the individual can complain to SDCCG, see website. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy 	<ul style="list-style-type: none"> • Option 1 – For all current complaints refer directly to the service manager. If unsure we can help locate details. • If they require advocacy services they can approach the following: CAB for general as well as mental health advocacy Age UK for over 60s MHAG for mental health advocacy

COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE

SOCIAL CARE PROVIDERS – Stage 2 If an individual has made a complaint and is not satisfied with the outcome.			
Local Authority Provision	Local Authority Placement, managed by a Private Provider	DCHS – Dental Access in social care, Emergency Dental Care, Community Nursing	Private care provider
<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2 - If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Local Government Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. <p>See advocacy details from stage 1 for help and support.</p>	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2 - If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Local Government Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. <p>See advocacy details from stage 1 for help and support.</p>	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied they can complain to the commissioner (see Stage 1 for commissioner details) • Option 2- If the individual has complained to the commissioner and is not satisfied with the outcome, they can now take their complaint further and directly approach the Parliamentary & Health Services Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. <p>See advocacy details from stage 1 for help and support.</p>	<ul style="list-style-type: none"> • Option 1 - If the individual has complained to the service and is not satisfied with the outcome, they can now take their complaint further and directly approach the Local Government Ombudsman. See website for details. • Please note the decision of the Ombudsman is final, and there is no further authority that can investigate the complaint. <p>See advocacy details from stage 1 for help and support.</p>

COMPLAINTS PATHWAYS FOR HEALTH & SOCIAL CARE - LIST OF WEBSITES & CONTACT DETAILS – NOVEMBER 2015

Please note this is a reference list which will be updated on a six monthly basis. Please ensure you are using the latest version of this list.

Healthcare Providers

1. Derby Teaching Hospitals Foundation NHS Trust

<https://www.derbyhospitals.nhs.uk/patients/tell-us-about-your-experience/patient-advice-and-liaison-service-pals/>

Freephone: 0800 783 7691 Office: 01332 785156 Email: dhft.contactpals@nhs.net Text: 07799 337500 Online form: See website

Opening times: 9.00am - 5.00pm, Monday to Friday (excluding Public/Bank Holidays)

Write to: Chief Executive, The Royal Derby Hospital, Uttoxeter Road, Derby, DE22 3NE.

2. Derbyshire Healthcare Foundation NHS Trust

<http://www.derbyshirehealthcareft.nhs.uk/getting-help/patient-experience/>

Online form: See website, Tel: 01332 623751 or 0800 027 2128 Email: patientexperience@derbyshcft.nhs.uk

Write to: Patient Experience team, Derbyshire Healthcare NHS Foundation Trust, Bramble House, Kingsway Site, Derby, DE22 3LZ

Face-to-face: Patients can request a meeting to discuss concerns face to face.

3. EMAS

<http://www.emas.nhs.uk/contact/patientexperience/> Tel: 0333 012 4216 Email: emas.pals@nhs.net Online form: See website

Write to: Trust Headquarters, 1 Horizon Place, Mellors Way, Nottingham Business Park, Nottingham, NG8 6PY

4. For WICs, One Medical Group delivers a service at two locations:

<http://www.onemedicalgroup.co.uk/onemedicalcare/how-do-i>

Write to: Derby Urgent Care Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby, DE1 2GD Online form: See website
Tel: 01332 224 700

Write to: St Thomas Road Surgery, Lister House, 207 St Thomas Road, Derby DE23 8RJ, Online form: See website
Tel: 01332 275610

5. NHS England

<https://www.england.nhs.uk/contact-us/complaint/>

Write to: NHS England, PO Box 16738, Redditch, B97 9PT Tel: 0300 311 22 33

Opening hours are: Monday – Tuesday 8am to 6pm, Wednesday 9.30 am to 6pm, Thursday – Friday 8am to 6pm. Closed at weekends and bank holidays Email: england.contactus@nhs.net Please state: 'For the attention of the complaints team' in the subject line.

6. NHS 111 – Derbyshire Health United

<http://www.derbyshirehealthunited.com/ContactUs/CommentsAndComplaints.aspx>

Write to: Mallard House, Stanier Way, Wyvern Business Park, Chaddesden, Derby DE21 6BF Email: DHUL.ClinicalGovernance@nhs.net

Tel: 0300 1000 407 or 0300 1000 419 between 0900 - 1700 Monday - Friday (excluding bank holidays)

Healthcare Commissioners

1. Southern Derbyshire CCG

Write to: NHS Southern Derbyshire CCG, Complaints Manager, C/O GEM CSU (3rd Floor), Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT

Tel: 01332 868 736 Email: complaints@southernderbyshireccg.nhs.uk

2. Hardwick CCG

Tel: 01332 868736 or call free on 0800 032 32 35 E-mail: Derbyshireccgcomplaints@gemcsu.nhs.uk

Write to: Hardwick CCG Complaints manager, C/O GEM CSU, 3rd Floor Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT

Social Care Provider – Public Funded Only

Derby City Council

<http://www.derby.gov.uk/council-and-democracy/complaints/adult-social-care-complaints/> Tel: 01332 643498

Write to, Customer Feedback, The Council House, Corporation Street, Derby, DE1 2FS Online form: See website

Emergency Dentist, Social care dentistry, Community Nursing

Derbyshire Community Health Services

Write to: Patient Experience Team, Babington Hospital, Derby Road, Belper, DE56 1WH

Email: DCHST.patientexperienceteam@nhs.net Tel: 01773 525119 / 525114

Ombudsman for Healthcare

Parliamentary & Health Services Ombudsman

www.ombudsman.org.uk Millbank Tower, Millbank, London, SW1P 4QP Helpline: 0345 015 4033

Ombudsman for Social Care

Local Government Ombudsman

Write to PO Box 4771, Coventry, CV4 0EH Tel: 0300 0610614 Fax: 024 76820 001 Email: advice@lgo.org.uk

Advocacy & Support Services (Please note this is not a complete list of advocacy and support services available, Healthwatch Derby can add your organisation's details in this section – please contact info@healthwatchderby.co.uk if you would like to feature your organisation in this section)

1. Derby CALC – Derby Citizens Advice & Law Centre for NHS Advocacy, Mental Health Advocacy

<http://calcderby.org/> Tel: 01332 228748 or Email contactus@derbyadvocacy.org

2. Age UK – Over 50s advocacy and support

<http://www.ageuk.org.uk/derbyandderbyshire/> Tel: 01332 343232 or email advocacy@ageukderby.org.uk

3. Derbyshire Friend – LGBT Support Services

<http://www.gayderbyshire.org.uk/> Tel: 01332 207704 Email: info@derbyshirefriend.org.uk

4. Mental Health Action Group – Mental Health Support Services

<http://www.mhag.org.uk/> Tel: 01332 345966 ext. 1

Safeguarding Resources

Adults - <http://www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-adults/> Online form: See website

Tel: 01332 640777 Minicom: 01332 640666 Fax: 01332 643299

Children – <http://www.derby.gov.uk/health-and-social-care/safeguarding-children/worried-about-a-child/>

Derby City Council Children’s Social Care Weekdays 9am to 5pm 01332 641172 Evenings and Weekends 01332 786968 Police 0845 1233333

NSPCC Child Protection Helpline 0808 800 5000 Children’s Information Service and Derby Direct 01332 716381

Children and Young People’s Department 01332 641172

Outside office hours - You can contact Careline (Derby's out of hours emergency social care service):

Tel: 01332 786968 Minicom 01332 785642 Fax 01332 786965 SMS text message number 07890 034081 (for Deaf people only)

If something needs to be done straight away to protect someone from abuse or harm, call the emergency number 999 (24 hours). The Deaf and hearing impaired community can use the National Short Message Service (SMS) Emergency Service. To use this service you will need to register at www.emergencysms.org.uk

Alternatively, if it is a non-emergency criminal matter, you can call the local Police on telephone number 101, text 07800 002414, or fax 01773 571102.