



Royal Orthopaedic Hospital NHS Foundation Trust Patient Information

Making a Complaint

Welcome to the Royal Orthopaedic Hospital (ROH).
For further information please visit www.roh.nhs.uk

Making a Complaint

This leaflet explains what to do if you have a concern or complaint about your treatment or care.

If you or your family, are unhappy with any aspect of your care please talk to the person in charge of the ward, clinic or department as soon as possible. Very often problems can be sorted out straightaway. If you feel that they are unable to help you and you need information, advice or support in resolving a problem quickly and informally, you may choose to contact the Patient Advice and Liaison Service (PALS) whose details are in the 'useful names and addresses' section of this leaflet. PALS can also help guide you in making a formal complaint if you wish to do so.

How do I make a formal complaint?

The Trust has a designated Complaints Manager to deal with formal complaints according to the regulations governing the NHS complaints procedure. These state that a complaint should normally be made within 12 months of the incident occurring, or within 12 months of discovering you have cause to complain. Complaint received outside of these timescales may be investigated at the discretion of the Complaints Manager.

If you wish to make a formal complaint:

Please contact the Chief Executive in writing by email or telephone. You may also contact the Complaints Manager in

person if you prefer. For contact details see the 'useful names and addresses' section.

If you need help in making your complaint you may wish to contact the Independent Complaints Advocacy Service (ICAS). ICAS provides support, independent of the NHS and free of charge, in dealing with the complaints process (see 'Useful names and addresses').

When making your complaint, if possible please include the following:

- The patient's name, date of birth and hospital number
- The name of the ward/department involved
- Details of what happened, when and where
- The names/titles of any members of staff, if known
- Your specific concerns; if you are raising more than one concerns it helps to number each point to ensure that we answer them all
- Any questions you would like answers to
- What you hope to see happen as a result of your complaint
- Written consent from the patient if you are making a complaint on their behalf to confirm that they are happy for us to investigate your complaint, to access their health records and release details of our investigations to you

What happens next?

We will call you to agree the timescale of our response to you. Your complaint will be acknowledged in writing within 3 working days of receipt, and information will be included to help with the process.

Your concerns/issues will be fully and comprehensively investigated and a response sent to you within the agreed working days from receipt. If this is not possible, you will be informed of the delay by letter, in accordance with the Trust Complaints Policy.

The opinions of those who use our services give us valuable insight in to the patient care we provide and areas where improvements are required.

Please be assured that your treatment will not be affected by raising a complaint and your complaint will not be entered into your medical notes.

If you are unhappy with our response please contact the Chief Executive in writing.

We may then suggest that we:

- Investigate your complaint further
- Arrange a meeting with you and the staff involved to discuss your concerns

Health Service Commissioner (Ombudsman)

If after further investigation or a meeting you remain unhappy with the outcome of our investigation, or if your complaint was considered 'out of time' under the complaints procedure and you wish to challenge that decision you can refer your complaint to the Healthcare Ombudsman and ask for an Independent review. This should be done within 6 months of receiving the final response from the Trust.

The Healthcare Ombudsman is responsible for reviewing formal complaints about the

NHS in England that have not been resolved locally by the Trust.

Their address is in the 'useful names and address section'.

Our Aims

- To be open and honest in our responses
- To listen, and fully understand the issues and concerns
- To respond compassionately, and with empathy to all concerns.
- To respond in a timely fashion
- To learn from complaints to improve the service we provide

Useful names and addresses:

Mr Paul Athey
Acting Chief Executive
Royal Orthopaedic Hospital
NHS Foundation Trust
Bristol Road South, Northfield,
Birmingham B31 2AP

Patient Advice and Liaison Service (PALS)
0121 685 4128
Email: roh-tr.pals@nhs.net

Complaints Department
0121 685 4128
Email: roh-tr.Complaints@nhs.net

The Patients Association
0845 608 4455
Email: helpline@patients-association.com

Independent Complaints Advocacy
Service
Pohwer Icas,
P.O.Box 14043
Birmingham B6 9BL
Tel: 0300 456 2370
Email: pohwer@pohwer.net

Health Service Ombudsman
Millbank Tower, Millbank
London SW1P 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk