Information leaflet for women, children/young people and their families

Compliments Concerns and Complaints

By your side
Our aim is to provide the best possible standard of service and the highest quality of individual care. Your views help to improve services which are important to us. We have therefore written this leaflet to let you know more about the ways in which you can pay a compliment or raise a concern or complaint about the care you, or your child/young person, has received at Birmingham Women’s and Children’s Hospital. This leaflet will also explain what we can do to help you.

Compliments

It is always nice to receive positive comments about the experience of a woman, child/young person, patient, or their family at our hospitals. Cards and messages are a welcome encouragement to all groups of staff who are responsible for your care and treatment. You can also write directly to the Chief Executive Officer, fill in our Friends and Family Tests, or telephone or email our Patient Advice and Liaison Service (PALS) Team. Contact details can be found towards the back of this leaflet.

Concerns

When anyone comes to visit or stay in our hospitals it is likely to be a very worrying time. It may be confusing trying to work out who to talk to, especially if you feel that things are not going quite right. If you have a concern, please let us know right away. Talk to the person in charge – this may be a member of staff, sister or nurse on the ward/department concerned, or your doctor.

However, if your concerns cannot be resolved by the area or department involved, you can speak with the PALS Team. This is a free and confidential service that is available to all patients and families.
PALS can help by:

- Dealing with concerns “on the spot” to ensure these are resolved as quickly as possible on your behalf.
- Signposting to further sources of information or other teams who may be able to help you.
- Arranging meetings with relevant member of staff in order to resolve your concerns.
- Providing information about the formal complaints procedure.

PALS may not be able to address concerns that are more complex and need a full investigation. In such cases, PALS will liaise with the appropriate staff to ensure you receive a full response.

**Complaints**

**Who can complain?**

You are entitled to make a complaint if you are unhappy with any aspect of treatment or service you, your child/young person, or a member of your family has received at Birmingham Women’s and Children’s Hospital.

Making a complaint or raising a concern will not affect the treatment or care received.

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions made by Birmingham Women’s and Children’s Hospital.

A complaint can also be made by someone acting on behalf of the patient or person, with their written consent.
What is the time limit?

You should make your complaint within 12 months of the event(s) concerned, or within 12 months of becoming aware of these events. However, the Trust is allowed to extend this time limit if there are good reasons why you could not complain earlier. The Trust will also make every effort to provide you with the answers to your questions, even if this is not in line with the NHS Complaints Regulations. Please do not hesitate to contact the team if you have any questions or concerns about this.

Who should I complain to?

Ideally, you should raise your concerns immediately with a member of staff within the area you are complaining about. If this is not possible, you can discuss your concerns with the PALS Officer who may be able to resolve your concerns quickly without the need for this to be processed as a formal complaint.

However, if you want your concern to be dealt with as a complaint and want a formal investigation you can request this verbally or in writing (including email). If you make a complaint verbally, a written record will be made by the Complaints Team, and you will be asked to confirm that this is an accurate record of your complaint.

You can also send your complaint to the Complaints Team or directly to the Chief Executive Officer at Birmingham Women’s and Children’s Hospital.

Contact details can be found towards the back of this leaflet.
What do I need to include in my complaint?

Your complaint should include the following information:

• Your full name
• Your address and telephone number
• Your date of birth
• Your patient number (if you know it)
• The ward or department involved
• An outline of the nature of the complaint with as many facts as possible – dates, times, places and names
• Your desired outcome of the complaint

If you are complaining on someone else’s behalf, please also provide:

• His/her full name
• His/her address and telephone number
• His/her date of birth

What will happen to my complaint?

We take all complaints very seriously to ensure we are able to learn from them and improve our services. Any time a patient or family member complains, it means we have let them down in some way.
On receipt of your complaint we will:

- Acknowledge your complaint in writing within 3 working days.
- An Investigating Officer (person responsible for investigating your complaint) will make contact with you to discuss your complaint in more detail, confirm your preferred methods of contact, agree with you a timescale for response and establish your ideal outcome and agree how to feedback the results of the investigation to you.
- The Investigating Officer will then investigate your concerns fully and share the findings and learning with you. You will be given the opportunity to comment on their findings.
- The Chief Executive Officer will write to you once the complaint investigation process is complete.

The nature and complexity of your complaint will determine how long the investigation will take and if we cannot respond to your complaint within the agreed time, we will keep you informed of progress and the reason for the delay.

What if I’m unhappy with the Trust’s response?

If you are unhappy with the response to your complaint, we would be more than happy to meet with you to discuss this further. We will try our best to resolve any outstanding concerns. If there is nothing further that we can do, we will let you know and you can ask the Parliamentary and Health Service Ombudsman for an “independent review” of your case.
The Parliamentary Health Service Ombudsman is an independent body and is responsible for reviewing formal complaints about the NHS in England, that have not been resolved by the NHS organisation about whom a complaint has been made. This represents the second and final stage of the complaints process.

You must ask the Parliamentary and Health Service Ombudsman to review your complaint within 12 months of the date of the incident. However, this time limit is discretionary and dependant on your individual circumstances.

The Ombudsman is completely independent of the NHS and government and is a free service.

The Parliamentary and Health Service Ombudsmen

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone helpline: 0345 015 4033
Fax: 020 7217 4000
Email: phso.enquiries@ombudsman.org.uk
Web: www.ombudsman.org.uk
Other Useful Contacts

Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. The CQC does not investigate individual complaints or concerns about NHS Trusts but is interested in hearing from people who use services about their views and experiences to help them monitor compliance with standards. If you would like to inform the CQC about any concerns you may have about Birmingham Women’s and Children’s Hospital, you can contact them at:

Care Quality Commission Finsbury Tower
103 -105 Bunhill Row London
EC1Y 8TG

Telephone: 03000 616 161
Web: www.cqc.org.uk

If you need independent advice or support about your complaint you can contact Voiceability at:

NHS Complaints, Advocacy, Voiceability

Telephone helpline: 0300 330 5454
Textphone: 0786 002 2939
Fax: 0330 088 3762
Web: www.nhscomplaintsadvocacy.org
Contact for Birmingham Children’s Hospital

Patient Advice and Liaison Service (PALS)

Opening hours are 8:30am - 4:30pm

Telephone: 0121 333 8403
Email: bwc.pals@nhs.net

You can find our PALS office next to our library across Matron’s garden. Please ask at the welcome desk for directions if you are unsure. A 24 hour answer phone service is available. The team will return your call the next working day.

Complaints Team

Opening hours are 8:00am – 4:00pm

Telephone: 0121 333 8961/9391
Email: bwc.formalcomplaints@nhs.net

Chief Executive

The Chief Executive
Birmingham Children’s Hospital
Steelhouse Lane
Birmingham
B4 6NH
Contact for Birmingham Women’s Hospital

Patient Advice and Liaison Service (PALS)

Opening hours are 8:30am - 4:30pm

Telephone: 0121 335 8226
Mobile: 07720703511
Email: bwc.pals@nhs.net

You can find our PALS office at the front of the hospital next to the Reception Desk. A 24 hour answer phone service is available. The team will return your call the next working day.

Complaints Team

Opening hours are 8:30am – 4:30pm

Telephone: 0121 335 8227
Email: bwc.formalcomplaints@nhs.net

Chief Executive

The Chief Executive
Birmingham Women’s Hospital
Mindelsohn Way
Edgbaston
Birmingham
B15 2TG

You can also tell us what you think by visiting our website www.bwc.nhs.uk
We have updated our Privacy Notices in line with the data protection legislation (General Data Protection Regulation (GDPR)/Data Protection Act 2018. For more information about how we use your personal data please visit our website at:

https://bwc.nhs.uk/privacy-policy