

RAISING A COMPLAINT: OUR PROCEDURES EXPLAINED



*Beyond
Healthcare*

WHAT IS A COMPLAINT?

A complaint usually relates to dissatisfaction about a commissioned or directly provided service.

A complaint can be submitted about any of the following:

- An action or omission which is against the choices and wishes of a patient
- The way in which care, treatment or service has been provided, or withheld, from a patient
- Discrimination against a patient
- The lack of access to or provision of a particular service
- Attitude or behaviour of staff; or
- The financial availability of a particular treatment, intervention, or equipment

This list is not exhaustive; it is an indication of the nature of potential complaints.

Concerns and complaints may be raised by a patient, their representative, or any persons who are affected by or likely to be affected by the action, omission or decision of OSD Healthcare.

A complaint may be made by a person acting on behalf of a patient in any case where that person:

- Is a child (an individual who is not yet 18);
- Has died;
- Has physical or mental incapacity;
- Has given consent to a third party acting on their behalf;
- Has delegated authority to act on their behalf, for example in the form of a registered Power of Attorney which must cover health affairs;
- Is an MP, acting on behalf of and by instruction from a constituent.



RAISING A CONCERN OR COMPLAINT

If you wish to raise a concern or make a complaint, the first step is to raise it with a member of staff as soon as possible. In most cases, problems can be resolved straight away, so we always recommend this approach in the first instance.

Additionally, if you'd like to discuss any aspect of your care, the Associate Director of Clinical Services is responsible for the day-to-day operational management of OSD Healthcare and is the best person to discuss your concerns with. Any member of our team will happily help you organise a time that's mutually convenient.

We endeavour to offer patients the best possible care and attention at all times. Occasionally, however, things may not go as smoothly as we intend and we may fail to meet your expectations. If you'd like to comment on something, or have a suggestion about how we can improve our services, then please raise this with someone from the team looking after you. Your views and suggestions are important to us, because they help us to improve our services.

RAISING A FORMAL COMPLAINT

This leaflet is designed to support you when making a formal complaint. If you've already tried to voice your concerns about the service you've received and failed to get a satisfactory result, then read on to learn about the formal complaints procedure.

All concerns or complaints are taken seriously and handled in an open and honest way to ensure transparency and fairness to all concerned. We aim to resolve your concerns as quickly as possible, and to mutually agree on the best and most effective response to your complaint.

When you wish to raise a formal complaint, please send a written complaint to the Associate Director of Clinical Services. This may be in a letter or by email. However, if you prefer, you can explain your situation verbally in a telephone discussion. All methods of communication result in the same actions being taken. Details of the various contact options are available on the back of this leaflet.

OSD Healthcare are members of the Independent Healthcare Sector Complaints Adjudication Service (ISCAS) and abide by their Complaints Code of Conduct.

We'd like to assure you that if you bring any concerns or complaints to our attention:

- They will be dealt with respectfully and confidentially;
- It will not adversely affect current or future treatment or care;
- The complaint documentation will not be kept as part of the healthcare record.

Please be aware that we cannot share clinical information about a patient with relatives or friends without the patient's permission. In these situations, the patient will be asked to provide their written consent to us. With the exception of patients with an advocate or Lasting Power of Attorney in place.

IS THERE A TIME LIMIT?

Ideally, you should complain within 6 months of the event(s) happening or within 6 months of becoming aware that you have something to complain about. This time limit is set as it becomes increasingly difficult to investigate a problem when the time between its occurrence and its investigation increases.

WHAT HAPPENS NEXT?

01 Acknowledgement and seeking consent.

We will acknowledge receipt of your complaint within 3 working days (excluding weekends and bank holidays), unless a full reply can be sent to you within 5 working days.

Where a complaint has been made on behalf of another person and consent is required, we will write to the complainant to seek their consent and supporting documents, where relevant.

02 A Investigation Lead will be allocated to review the complaint.

Contact the complainant to:

- Agree on who will receive the response
- The preferred way the complainant would like to receive their response
- Establish if there are any special requirements that need to be considered as part of the investigation
- Agree with the complainant what the issues are that need to be investigated

Importantly the complainant will be provided with the name of the Investigation Lead and contact details should they wish to contact the investigator at any stage of the investigation.

If telephone contact with the complainant has been unsuccessful and every reasonable attempt has been made on more than one occasion or, they have indicated that they do not wish to be contacted by telephone, the Investigation Lead will email or write to the complainant to outline:

- Their name, role and contact details should they wish to get in touch at any point during the investigation
- Their understanding of the issues of the complaint
- How the issues will be investigated
- Who they will liaise with during the investigation

03 We will aim to complete our investigation within 20 working days (excluding weekends and bank holidays). If this is not possible, then we will write to you again to advise why this cannot be achieved and when a written response is likely to be available.

04 When we have finished the investigation, the Associate Director of Clinical Services or their representative will provide you with a written response to your complaint.

WHAT IF I AM NOT SATISFIED WITH THE RESPONSE?

If you feel that your concerns have not been adequately addressed then you can request a formal review of the complaint; this must take place within 6 months of the date of the final written response.

WHAT HAPPENS NEXT?

- 01** We will acknowledge receipt of your request for a review within 3 working days (excluding weekends and bank holidays), unless a full reply can be sent to you within 5 working days.
- 02** A Director of OSD Healthcare not previously involved in your complaint will undertake a review of the issues, the investigation documentation and may interview staff involved to form an independent view on the handling of the complaint. You may also be offered the option of a confidential meeting.
- 03** The Director will aim to complete their review within 20 working days (excluding weekends and bank holidays) of the request being received. If this is not possible, then the Director will write to you again to advise why this cannot be achieved and when a written response is likely to be available.
- 04** Upon completion of the review you will receive a full written response within 5 days of a conclusion being reached. This will detail the findings of the review and will either uphold the original outcome or offer an alternative resolution.

WHAT IF I REMAIN DISSATISFIED AFTER THE REVIEW?

If you remain unhappy after we've looked into your complaint again, then you can ask for an independent review; these services are free. The organisation to contact will vary according to whether you are a private or NHS funded patient, as detailed below.

If you are a private patient, then you can ask for an Independent External Adjudication (within 6 months).

To request this, you will need to contact the Independent Sector Complaint Adjudication Service Secretariat:

Tel: **020 7536 6091**
Email: **info@iscas.org.uk**
www.iscas.org.uk

Independent Adjudicators are independently appointed by ISCAS. We would recommend that you be aware of the principles relating to the independent external adjudication procedure. These are detailed in the ISCAS 'A guide for patients' which can be downloaded from their website.

If you are a patient receiving NHS funded treatment, then you have the right to refer your case to the Health Service Ombudsman (within a year):

**Parliamentary and Health
Service Ombudsman**
City Gate,
51 Mosley St,
Manchester, M2 3HQ
Tel: **0345 015 4033**
Email:
phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

USEFUL CONTACTS

ORGANISATIONS WHO CAN HELP YOU WITH A COMPLAINT:

Independent Sector Complaints Adjudication Service

If you need help to write your complaint, there is information to support you on the ISCAS website www.iscas.org.uk or we would be happy to supply you with a copy of their 'A guide for patients'.

The Patients Association

PO Box 935, Harrow,
Middlesex, HA1 3YJ
National Helpline Tel: **0800 345 7115**
Email:
helpline@patients-association.com
www.patients-association.org.uk

Citizen's Advice Bureau (CAB)

The Forum, Marlowes,
Hemel Hempstead, HP1 1DN
Tel Adviceline: **03444 111 444**
or **0800 144 8848**
(10am - 4pm Mon - Fri)
www.dacorumcab.org.uk

Care Quality Commission (CQC)

You also have a right to notify your concerns at the Care Quality Commission (CQC), the organisation that regulates OSD Healthcare. However, please be aware that they will not investigate an individual complaint but may use the information to inform their inspection regime.

Care Quality Commission

Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA
Tel: **03000 616161**
Email: **enquiries@cqc.org.uk**
www.cqc.org.uk

OSD HEALTHCARE

FOR MORE INFORMATION

Call us on:
01442 331 900

Email us:
patientfeedback@osdhealthcare.co.uk

Visit us at:
OSDhealthcare.co.uk

Address:
OSD Healthcare
One Medical House
Boundary Way,
Hemel Hempstead,
Hertfordshire,
HP2 7YU

Opening hours
Weekdays 8am-8pm
Saturday 8am-6pm
Sunday 9am-1pm


OSD Healthcare

Registered in England: One Stop Doctors Limited trading as OSD Healthcare
Registered Number: 09692848
Registered Address: OSD Healthcare, One Medical House, Boundary Way, Hemel Hempstead, HP2 7YU

Company Registration Number: 09692848.

A photograph of the OSD Healthcare building, a modern structure with a light-colored brick facade and several tall, narrow windows. A large sign on the building features a purple cross logo and the text "OSD Healthcare". In the foreground, there are vibrant yellow and white flowers. To the right, a vertical poster is visible, featuring a man and the text "Get back your active life" and "Our expert physiotherapy team will work with you, putting you at the centre of your care." with a phone number "Call 01442 331361".

 OSD
Healthcare


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OSDhealthcare.co.uk
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