



**How to make
a comment,
complaint or
suggestion
...about our
services***

***Services run by Portsmouth HealthCare are
listed on the back of this leaflet**

Please tell us if you are not satisfied with the service we provide, or if you want to make a comment or suggestion, as this can help us to make improvements.

This leaflet tells you how to make a suggestion or complaint and what you can expect to happen as a result.

How to make a comment or complaint

You are encouraged to talk to staff on the spot about your concerns because they may be able to deal with the problem immediately.

- ◆ If this isn't possible we suggest you talk to the person in charge of the department at the time - for example a ward sister, therapist or doctor. Receptionists will always try to help by contacting the person you need to see. It's often more satisfactory for everyone to try and sort things out straight away, especially if there is something you're not happy about.

- ◆ A telephone call to the manager is another way of making your views known. Comments or complaints made informally can often be resolved more quickly.
- ◆ If you prefer to put your comment in writing you can write to the service manager of the health centre or hospital, if it's about one of their services.
- ◆ In all other circumstances, write to

**Max Millett,
Chief Executive,
Portsmouth HealthCare NHS Trust
Trust Central Office,
St James' Hospital,
Locksway Road,
Portsmouth, PO4 8LD.**

Telephone: 01705 822444 extension 4306

Getting help with your complaint

The Trust's Quality Director will be glad to advise you if you are not sure how to proceed

Telephone 01705 822444 extension 4484

The local Community Health Council, an independent body will also help you to make your complaint and may act on your behalf as required.

Telephone or write to:

**Margaret Lovell
Chief Officer,
Community Health Council,
Admiral House, 2nd Floor,
High Street,
Cosham PO6 3AZ
Telephone: 01705 383832**

The Council's staff have a very important role in assisting complainants at each stage.

What happens next?

- ◆ For a formal (written) complaint, you should receive an immediate acknowledgement of your letter (We normally reply within 2 working days). We then carry out a full investigation, often involving interviews with the people involved and an examination of records. You may be contacted by the person carrying out the investigation.
- ◆ You will receive a full written reply as soon as possible, normally within 20 working days. The letter should tell you whom to contact if you want to discuss the reply.
- ◆ A meeting may be arranged with the Chief Executive or other senior manager and where appropriate, the doctor or the clinician involved. You might wish to be accompanied by a friend or relative, or by a member of the Community Health Council.

If you're dissatisfied with the reply

- ◆ If matters are still not resolved to your satisfaction, you should inform the Chief Executive in writing that you want an Independent Review. Your request will be considered by a non-executive member of the Trust, the Convener. If he or she thinks it appropriate, a special panel with an independent chairman will review your complaint. Where necessary, independent clinical assessors (for example doctors from the relevant speciality working elsewhere) will advise the panel. You will receive a copy of the panel's report.
- ◆ If, having gone through these stages you are still dissatisfied with the way your complaint has been handled, you may wish to write to the Ombudsman:

**The Office of the Health
Service Commissioner,
Church House,
Great Smith Street,
London, SW1P 3BW**

***The services run by
Portsmouth HealthCare include:***

Mental Health Services in hospital and community

Alcohol and Drug Services

Child Health, including:

- School Health
- Child and Family Therapy
- Services for children with special needs
- Community Paediatrics
- Health Visiting

Palliative Care

**Services for Elderly People, including
Department of Medicine for Elderly People at
Queen Alexandra and St Mary's Hospitals and
Jubilee House**

Community Services including:

- | | |
|---------------------|------------------------------|
| Community Dentistry | Chiropody (podiatry) |
| District Nursing | Family Planning |
| Home Loan Equipment | Occupational Therapy |
| Physiotherapy | Health Promotion |
| Clinical Psychology | Speech & Language
Therapy |

Services for People with Learning Disabilities

Community and Local Hospitals

- | | |
|----------------------------|------------------|
| St James' | St Christopher's |
| Havant War Memorial | Coldeast |
| Gosport War Memorial | Petersfield |
| Victoria Cottage, Emsworth | |

Local Health Centres and Clinics

(but not General Practitioner Services)