

## TRUST COMPLAINTS PROCEDURE

In the first instance, please detail your complaint in writing addressed to:

Chief Executive  
Royal Papworth Hospital NHS Foundation Trust  
Papworth Road  
Cambridge Biomedical Campus  
Cambridge  
CB2 0AY

If you wish to obtain a copy of your medical records please contact the Subject Access Requests (SARs) Administrator, [papworth.sars@nhs.net](mailto:papworth.sars@nhs.net)

### PLEASE BE ASSURED THAT:

- Your complaint will be treated seriously and investigated fully and fairly
- Your care, or that of a relative, will not be prejudiced because you have made a complaint
- We will acknowledge and apologise for any failure confirmed by the investigation
- We will endeavour to rectify the problem to prevent a reoccurrence
- The Complaints Procedure followed by the Trust is in line with guidance set out by the Department of Health
- The Trust will acknowledge receipt of any complaint within three working days.

### LISTENING

It is important that we fully understand your issues and establish what you would like to happen as a result of your complaint. Please ensure that you provide as much detail regarding your complaint and the outcome you wish to achieve. If you require assistance in making your complaint you can access advice and support from the free NHS Complaints Advocacy Service. A leaflet explaining how to access the advocacy service is enclosed.

If you require this information in different formats including other languages, Braille or audio, please contact the PALS Team on 01223 638896 or [Papworth.pals@nhs.net](mailto:Papworth.pals@nhs.net)

Anyone can complain. A family member, carer, friend or your local MP can complain on your behalf with your permission. The Clinical Governance Team will always seek your written consent before they proceed with a complaint made on your behalf.

### RESPONDING

On receipt of your complaint, the Clinical Governance Department will ensure a full investigation is undertaken into the issues you have raised. If we have agreed to facilitate a meeting to feedback our findings to you, this will be arranged by the Clinical Governance department. Alternatively, a written response will be sent out to you from the Trust's Chief Executive (or his nominated deputy) within the agreed time scale (usually within 25 working days). If at any time there will be a delay in our response, we will ensure you are informed of the reason and the likely date of our response.



## Royal Papworth Hospital

NHS Foundation Trust

### RESPONDING

You can contact the Clinical Governance Team on 01223 639790 or email [papworth.viewpoint@nhs.net](mailto:papworth.viewpoint@nhs.net) to discuss your complaint.

You should be treated with courtesy and respect at all times. Making a complaint will not harm or prejudice the care that you, or your relative, are given.

### IMPROVING

Feedback from patients, relatives and carers provide a vital source of insight about people's experiences of healthcare at Royal Papworth Hospital, and how these services can be improved. As part of our response to your complaint we will provide evidence of any lessons learnt and actions we have taken, or will take, to prevent a recurrence of your issues and improve our services for the future.

For all the complaints we uphold or partially uphold we share a synopsis of lessons we need to learn and if applicable specific actions we need to take. This can be found on our website <https://royalpapworth.nhs.uk/>

### THE PARLIAMENTARY HEALTH SERVICE OMBUDSMAN

Should you remain unhappy with the Trust's response to your complaint, you can complain to the Parliamentary and Health Service Ombudsman. To complain about the NHS in England you can:

Visit <https://www.ombudsman.org.uk/making-complaint> and click on 'Can we look into your complaint?'

Call 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday

Or send a text to the Parliamentary and Health Service Ombudsman 'call back' service on 07624 813 005, with your name and mobile number.

**For further information please contact:**

Clinical Governance Team 01223 639790 [papworth.viewpoint@nhs.net](mailto:papworth.viewpoint@nhs.net)