

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

Alternatively, you can email your complaint to; papworth.viewpoint@nhs.net

If you wish to obtain a copy of your medical records please contact the Subject Access Requests (SARs) Administrator, 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

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

RESPONDING

On receipt of your complaint, the Complaints Team 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 Complaints Team. Alternatively, a written response will be sent out to you from the Trust's Chief Executive (or her nominated deputy) within the agreed time scale.

RESPONDING

We will endeavour to respond to your complaint within 35 working days. However, in some circumstances, the investigation into your complaint may take longer than originally anticipated. If we need to extend the timeframe for our response to allow our clinical teams more time to investigate your complaint, we will contact you to discuss this before the 35 working day deadline is reached.

You can contact the Complaints Team on 01223 639790 or email 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

THE PARLIAMENTARY HEALTH SERVICE OMBUDSMAN

Should you remain unhappy with the Trust's response to your complaint, you can request a further review of your complaint by the Parliamentary and Health Service Ombudsman.

The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations.

To take a complaint to the Ombudsman, go to www.ombudsman.org.uk/making-complaint or call 0345 015 4033. It is important that you make the complaint as soon as you receive our final response as there are time limits for the Parliamentary and Health Service Ombudsman to look into complaints.

For further information please contact:

Complaints Team on 01223 639790 papworth.viewpoint@nhs.net