

# Concerns, Complaints and Compliments



# Welcome to North Bristol NHS Trust

North Bristol NHS Trust is the largest hospital trust in the South West of England, providing hospital and community healthcare to the residents of Bristol, South Gloucestershire and North Somerset. We are also a specialist regional centre for a number of services including neurosurgery, renal (kidney) medicine, plastics, burns, orthopaedics and major trauma.

We value patient feedback and 91 per cent of our in-patients rate the care they receive from us as good or excellent and 92 per cent would recommend our services to their friends and family.

We provide award-winning services and receive a significant number of referrals from other hospital trusts. We treat 300,000 patients a year, including 6,300 births, and yet our intent is that each patient is treated with respect and dignity and, most important of all, as a person.

We aim to provide 'Exceptional healthcare personally delivered' by providing services of exemplary quality, ensuring no unnecessary waits or delays, providing care in high quality facilities and having well trained and caring staff.

## **Quality safe care**

We have internationally renowned medical teams focused on delivering excellent results for our patients through the hard work and dedication of our 10,000 doctors, nurses, healthcare professionals and support staff.

We want to make sure that during your stay with us you feel welcomed, relaxed and confident in the care you are receiving. All our healthcare teams care about the quality of the service

provided to you, from the moment you walk through the door to helping you through to the day of your discharge.

Patient and visitor safety is at the forefront of delivering exceptional healthcare, not only the focus on safe medical procedures, cleanliness and infection control but also personal safety whilst visiting us. We have ensured a rigorous cleaning regime with the vast majority of patients telling us they were happy with how clean our facilities are.

To protect your privacy and dignity we meet all the Department of Health's criteria for providing inpatient beds in single sex areas and we have instigated protected visiting hours to ensure patients get their full rest and recuperation. We are currently the only NHS Trust in England to hold a silver Food for Life accreditation from the Soil Association with freshly prepared and locally sourced food catering for all medical, dietary, religious and cultural needs.

We work with our patients and their representatives to ensure we focus on the things that matter to our patients the delivery of quality care and excellent patient safety.

### **Fast access to care**

Our aim is to provide good access to appointment times and provide swift care during your stay in hospital, including seeing, treating and discharging or admitting 95% of patients within 4 hours of arrival at our Emergency Department (A&E) and Minor Injuries Units. We're building strong links with GPs and local community social service and healthcare teams to ensure a smooth transfer of care into hospital and for when patients return to their home or place of care.

Our aim is to exceed all the Department of Health's priorities, with patients receiving treatment within 18 weeks of referral, all patients with suspected cancer seeing a consultant within two weeks and nearly all patients arriving at our Emergency Department being discharged or admitted within four hours of arrival.

# We want to hear your view

North Bristol NHS Trust wants to know what you, your family and friends think about the services we provide. We value this feedback as it assists us to shape our services to meet the needs of our patients.

## Compliments

We are always pleased to hear about patients, families or carer's positive experiences. This tells us when things are working well and helps shape other services as best practice is shared. Thank you messages can be posted via the Patient and Carer's feedback links on the Trust website or via NHS Choices.

We hope that you are generally satisfied with your care/treatment but if you are not, and speaking to frontline staff has not resolved your issues, you may wish to raise a concern or make a complaint. This leaflet advises on what you should do.

Many concerns and complaints arise through simple misunderstandings. So if there are matters that trouble you, or your family, we would ask that initially you make your feelings known as soon as possible to a member of staff. If you consider that any immediate explanation and related action does not satisfactorily address your concern, it will be escalated to a more senior member of staff who will try to once again informally resolve the matter to your satisfaction.

## How can I raise a concern/complaint or compliment?

	<b>by letter</b>		<b>by email</b>	
		<b>by phone or fax</b>		<b>in person</b>

See back of this leaflet for contact details.

## Concerns/Complaints

### When should I raise a concern/complaint?

If the views you expressed to Trust staff while at the hospital were not fully answered to your satisfaction by frontline staff (if appropriate), you should try to raise your concern or complaint as soon as possible – normally for practical reasons a one year time limit is placed on the event.

There are exceptions to these limits and if you have any specific queries please contact the Advice & Complaints Team (ACT).

### What is the difference between a concern/ complaint?

To progress a formal complaint, ACT will approach the areas concerned to gain a response. The investigation will be monitored in accordance with any agreed timescales (see “What will happen next?” on page 6). The response will be sent from the Chief Executive.

Any concern will be dealt with less formally; a full investigation will be still be undertaken, and any learning actioned, but the response will be made by the manager of the Advice and Complaints Team (ACT).

## What can I raise a concern/complaint about?

You can raise a concern, or complaint about any treatment or service provided by the Trust that you (or your friend/relative or carer) have received or are receiving. The Trust cannot deal with concerns or complaints about other services such as private health care.

## Who can raise a concern/complaint?

Anyone who has received treatment by the Trust can raise a concern/complaint. If you are unable to do this yourself, a carer, relative or friend can act on your behalf, but you must provide your permission.

### Who can help me?

- Any member of the Trust's staff – as detailed above. To try and ensure a timely resolution this should be your first action.
- The Advice and Complaints Team (ACT).

### Confidentiality

All concerns/complaints are treated as strictly confidential. Your health records may be seen by a number of Trust staff whilst dealing with your concern/complaint, but they will only have access to your records on a "need to know" basis.

Any correspondence about your concern/complaint will be kept separate from your health records. It will in no way affect your care or treatment.

## **Monitoring concerns/complaints**

It is the policy of the Trust to monitor all concerns/complaints. We expect to see improvements in our services as a result. Any concern/complaint raised with the Advice and Complaints Team will be added to a secure database to allow trends to be analysed, improvements made and subsequent service audits to be undertaken.

As part of the process ACT will seek information on complainants' disability, ethnicity and sexual orientation to ensure no groups are discriminated against.

## **What will happen next?**

The staff member you talk to will try to find out what has happened and take any action necessary. They may need to talk to other staff, but your concern/complaint will be treated in confidence.

If you feel this process and any subsequent escalation to a more senior staff member has not resolved your concern/complaint it can then be communicated to ACT.

ACT will acknowledge receipt, and will write or email you with a summary of the investigation to be undertaken, to confirm agreement, and provide a response date based on their experience. The aim is to respond within 35 working days, but this will need to be extended where the concern/complaint involves multiple services and is of a particularly complex nature, to ensure enough time to thoroughly investigate.

All formal complaints will receive a full explanation in writing from the Chief Executive. If for reasons of complexity or staff availability this should take longer than originally agreed ACT will write to you to advise you of this and where possible indicate the new expected response date.

## Useful contact information

In the first instance contact the Advice and Complaints Team using the contact details at the back.

If you feel you have not had the service you expect from the NHS and want help to complain, you can contact:

Seap (Support Empower Advocate Promote)

For Bristol, Devon, Cornwall, Dorset, Gloucestershire and Wiltshire.

Telephone: 0330 440 9000

Email: [info@seap.org.uk](mailto:info@seap.org.uk)

SWAN Advocacy

For South Gloucestershire.

Telephone: 03333 447928

Email: [Southglos@swanadvocacy.org.uk](mailto:Southglos@swanadvocacy.org.uk)

## What if I am unhappy with the outcome?

If you remain dissatisfied with the response to your concern/ complaint, you have the right to ask the Trust to revisit any issue. A Local Resolution Meeting may be suggested to allow the issues to be explored and answered by Senior Trust Managers and staff. If this fails to resolve the matter the Parliamentary & Health Service Ombudsman can be asked to review your case.

The Parliamentary & Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services, see below for contact details.

### **The Parliamentary & Health Service Ombudsman**

Telephone: 0345 015 4033

Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Address: The Parliamentary & Health Service Ombudsman

Millbank Tower, Millbank

London

SW1P 4QP

NHS Constitution. Information on your rights and responsibilities.  
Available at [www.nhs.uk/aboutnhs/constitution](http://www.nhs.uk/aboutnhs/constitution)





**PATIENT  
APPROVED** 

## How to contact us:



**Advice & Complaints Team (ACT)**  
Beaufort House,  
Beaufort Way,  
Southmead Hospital,  
Southmead,  
Bristol BS10 5NB



0117 414 4569  
0117 414 4568  
0117 414 4571



0117 414 4572



[complaints@nbt.nhs.uk](mailto:complaints@nbt.nhs.uk)  
[thankyou@nbt.nhs.uk](mailto:thankyou@nbt.nhs.uk)

If you or the individual you are caring for need support reading this leaflet please ask a member of staff for advice.

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Take Part  
Be Involved  
*In research*

Research is everyone's business

Learn more about the wide range of research that takes place here every day.

[www.nbt.nhs.uk/research](http://www.nbt.nhs.uk/research)



[southmeadhospitalcharity.org.uk](http://southmeadhospitalcharity.org.uk)

Southmead Hospital Charity raises funds for departments and wards throughout the Trust, meaning you can support an area close to your heart