

Staff at **The Advocacy People** can support you if you want to make a complaint and give you advice. They can also write letters on your behalf and go with you to meetings.

They have a support centre which is open Monday to Friday from 9am to 5pm. Clients can contact **The Advocacy People** via one of the methods below:

The Advocacy People

PO Box 375
Hastings
East Sussex TN34 9HU

T: **0330 440 9000**

E: info@theadvocypeople.org.uk

W: www.theadvocypeople.org.uk

Patient Reference Group

You may wish to join our Patient Reference Group; patients and/or their relatives who have received care provided by us can become a member and give their feedback or suggestions on how we can improve our services.

How to get in touch with us

Safer Care Team
Bromley Healthcare CIC Limited
1b Central Court
Orpington BR6 0JA

T: **0208 315 8791**

E: bromh.feedback@nhs.net

W: bromleyhealthcare.org.uk

I am still unhappy with the response I have received. What can I do?

If you are still unhappy following the response you received regarding your complaint you can ask for one of our directors to review your complaint. This should normally be requested within 28 days of receiving your response. If, following this, you feel the issue you raised is still unresolved you can take this to the NHS Ombudsman. Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower
30 Millbank
London, SW1P 4QP

T: **0345 015 4033**

E: phso.enquiries@ombudsman.org.uk

W: ombudsman.org.uk

Other helpful contacts:

Healthwatch Bromley

T: **0203 886 0752**

W: healthwatchbromley.co.uk/services

Patient Association

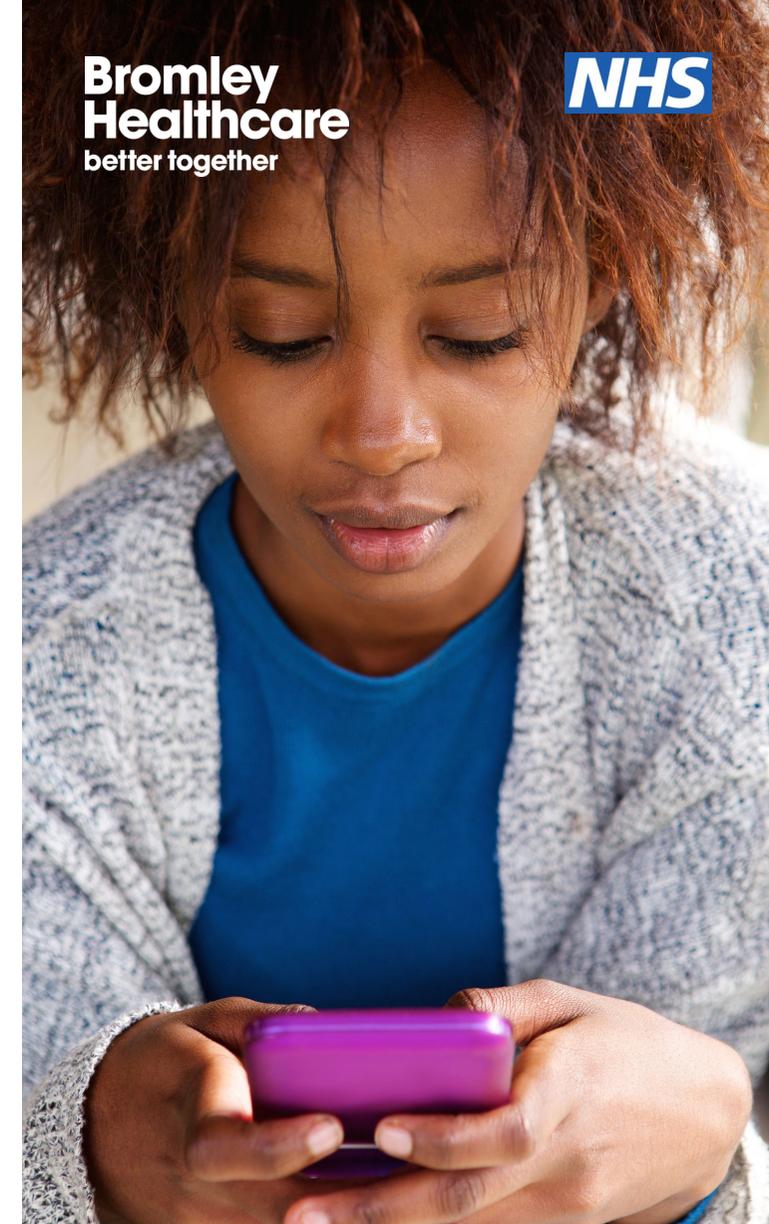
T: **0800 345 7115**

W: patients-association.org.uk

BHCCLO22022

**Bromley
Healthcare**
better together

NHS



Your care, your feedback

We value your comments and feedback

We value your feedback on the services we provide

If you're not happy with your treatment or any other issue connected with a service you receive from us, we want to hear from you. You can raise a concern or make a suggestion on how to improve our services.

We also want to hear from you if you're happy with any of our services so we can thank the people concerned. You may wish to congratulate a member of staff or compliment a service.

Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool which asks people if they recommend the services they have used. You can provide your feedback of any Bromley Healthcare services you have used here:

www.surveymonkey.com/r/bhc_fftonline

What to do if you're not happy with the care you have received

It is important to think about what you're unhappy about and what you want to happen as a result of your complaint. Please make this clear from the beginning. You may want:

- an apology;
- someone to explain what has happened;
- some changes or improvements to be made;

- to make sure the same thing does not happen again.

Many complaints are caused by misunderstandings or miscommunications and can be put right once you explain your concern.

You can speak to a member of staff who is directly involved in your treatment or to their manager to explain what you're unhappy about. This is often the quickest way to put things right and to stop them getting worse.

Who can complain?

You can complain if you are a patient or if you have been affected, or are likely to be affected, by something Bromley Healthcare has done or not done.

You can also complain on behalf of someone else, however, we will need the consent of that person before we can do any investigations. If the person does not have the capacity to give consent, we will proceed if it is clear it is in their best interest.

What happens next?

All complaints will be acknowledged within three working days of receipt by Bromley Healthcare.

The acknowledgment may be by letter, telephone, face to face or e-mail. We will also agree a timeframe and an action plan with you and agree how you wish to receive feedback.

What is the time limit for making a complaint?

You should normally complain within 12 months of the event happening or within 12 months of becoming aware that you have something to complain about. If you are complaining about a treatment the relevant manager investigating will need to access the relevant information from your records.

Will my complaint be kept confidential?

In response to your feedback the manager will keep records of the investigation and outcome. You will always receive a response from us - if requested.

Details of the complaint will be kept separate from the clinical record. Any personal information will be kept confidential.

We are required by law to report certain information to relevant organisations. This is only done once formal permission has been given by a qualified professional such as a formal court order, or when a serious crime or safeguarding issue are suspected.

Where can I get more advice and help?

The Advocacy People, your local **Advocacy Service** can help you make a complaint or express a concern about our services.