

# How was your experience today?

A guide to patient and carer feedback

Comments | Concerns | Complaints | Compliments



*Wellbeing for life*



## **We'd love to hear about your experience of our services.**

If something has gone well, please tell us so that we can learn from this and share it with others. If something has not gone well, we want to know so that we can try to put things right for you and improve services for other people in the future.

We take our responsibilities seriously and promise that you or your relatives, carers or friends, will not be treated unfairly as a result of any feedback we receive.

## Who can give feedback?

Anyone who is affected or likely to be affected by the services we provide. If you are giving feedback about care that someone else received, we might need to ask their permission before responding to you.

## How can you give feedback?

**There are several ways to give us feedback. We can also help if you wish to make a complaint:**

### Telling a member of staff

If you have feedback to give, we recommend you speak to a member of staff from that service in the first instance. This gives you the chance to tell staff directly what you thought and it gives them the chance to respond to you quickly.

### Contacting the Patient Feedback and Complaints Service

If you don't want to speak directly to the staff from your local service, or if you're unhappy with their response, you can contact the Patient Feedback and Complaints Service for help and advice.

If you need an interpreter, or other support to give feedback, please let us know and we will do our best to make this possible for you.



## The CNWL Patient Feedback and Complaints Service

CNWL – First Floor  
350 Euston Road  
London NW1 3AX

**T:** 0300 013 4799

**E:** [feedback.cnwl@nhs.net](mailto:feedback.cnwl@nhs.net)

## What will we do with your feedback?

### Compliments and positive feedback

Compliments will be shared with the team they are about and we also share good practice across CNWL.

### Comments and enquiries

If you have a general comment or enquiry, we will respond as soon as we can. We will pass your comments onto staff and where possible, changes will be made to fix any issues. We might need to contact you for further information.

### Concerns

If you raise a concern, this will be looked into by staff and we'll contact you as soon as we can – usually within five working days or by a date agreed with you.

All feedback from you, good or bad, will be used to help us learn and improve.

### The Friends and Family Test

The Friends and Family Test (FFT) takes less than five minutes and is a great way to tell us what you did or did not like about your experience. You can complete this online by visiting [www.cnwl.nhs.uk/feedback](http://www.cnwl.nhs.uk/feedback) or you can ask your local service for a printed copy.

The FFT asks you: 'How likely are you to recommend our service to friends and family if they needed similar care or treatment?' You can leave comments to tell us more if you wish. You can leave your name and contact details if you'd like us to get in touch with you, or you can remain anonymous.

We read every response carefully and we ask the service in question to make improvements where needed. This feedback has helped us make many positive changes.



## Making a complaint

If staff have been unable to resolve your concerns and you wish to make a complaint you can write to the Chief Executive or Patient Feedback and Complaints Service at:

FREEPOST RSTJ-LART-UBYA  
CNWL – First Floor  
350 Euston Road  
London NW1 3AX

### Your letter should include:

- Your full name and your address
- Your daytime telephone number (so we can speak with you if we need to) and the times you would prefer to be contacted
- A summary of your feedback
- The dates the feedback is about
- Service name
- Details of what you would like us to do
- Any action you would like us to take.

## What happens if you make a complaint?

- Your complaint will be acknowledged within three working days
- A suitable member of staff will be nominated to investigate your complaint. They may contact you to discuss your complaint and agree what you would like to happen
- We will also agree a date to respond to you by – this is usually 25 working days
- If we need longer we will tell you.

### If you are detained under the Mental Health Act you can also make a complaint to:

Care Quality Commission  
MHA Enquiries  
Citygate  
Gallowgate  
Newcastle upon Tyne NE1 4PA

**T:** 03000 616 161

**E:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## What if you are still not happy?

If you are unhappy with the response to your complaint, you can ask us to look at it again. This will usually be done by a member of staff not connected to the original investigation. The director of service will be asked to consider what can happen next to try and resolve the complaint such as a resolution meeting.

If you are still unhappy with how we have tried to resolve your complaint, you can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. Call **0345 015 4033** or visit their website at **[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

The PHSO is independent of the NHS and undertakes investigations into complaints about the NHS in England. The PHSO generally only considers a complaint once CNWL's complaints procedure has been completed. This means you need to allow CNWL to try to resolve your complaint first.

## Legal action and claims for compensation

If you wish to take legal action against us, we will still continue to take steps to resolve your concerns, unless there is a clear legal reason not to do so. If you wish to claim compensation for poor medical care or treatment (including negligence), we advise you to seek legal advice.

## Time limits for giving feedback

We encourage you to give feedback as soon as possible so that we can act quickly where needed. We are not usually able to respond to complaints that are more than a year old but this time limit can be extended if there are very good reasons.

## Confidentiality

If you've raised a concern for us to look into, we might need to look at your health records and discuss these with clinical and managerial staff. We will respect patient confidentiality at all times. If you give feedback, it won't be recorded in your health records, unless there is a good reason to do so.

Details of feedback may be provided to other NHS organisations that monitor our performance from time to time. This information will not include your personal details.

We provide some services in partnership with other organisations. You can give feedback to any of the organisations involved. With your permission, we will talk to these organisations to decide how to best investigate and respond to your feedback.

Find out more at [www.cnwl.nhs.uk/patients-and-carers/your-information](http://www.cnwl.nhs.uk/patients-and-carers/your-information)

## If you need help

The NHS Complaints Advocacy Service is a free and confidential service available to anyone who wants support to make a complaint to the NHS. They can give advice about the NHS complaints procedure.

They offer support to people who want to make a complaint which can include coming to meetings with you.

### **Brent, Camden, Hillingdon, Islington, Kensington, Chelsea and Westminster**

#### **POhWER**

**T:** 0300 456 2370

**E:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**[www.pohwer.net](http://www.pohwer.net)**

### **Harrow**

#### **Advocacy 1st**

**T:** 020 3948 0559

**E:** [Advocacy@harrowmencap.org.uk](mailto:Advocacy@harrowmencap.org.uk)

**[mencap.org.uk](http://mencap.org.uk)**

### **Surrey Independent Living Council**

#### **Astolat**

**T:** 01483 310 500

**E:** [nhsadvocacy@surreyilc.org.uk](mailto:nhsadvocacy@surreyilc.org.uk)

**[www.surreyilc.org.uk](http://www.surreyilc.org.uk)**

### **Milton Keynes**

#### **The Advocacy People**

**T:** 0330 440 9000

**E:** [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

**[theadvocacypeople.org.uk](http://theadvocacypeople.org.uk)**



This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

### Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

### Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

### Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

### Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

### Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

### Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

### Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

### Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

### Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

### Turkish