

The Healthcare Commission will inform you of the outcome of their investigations and may offer you an independent review of your complaint.

Q. What happens following the independent review?

A. The Healthcare Commission will inform you and the Trust's Chief Executive of their findings and of any recommendations they make to the Trust.

Q. What if I do not agree with the findings of the review?

A. We do hope this is not the case as this is the end of the Trust's Complaints Procedure. However, if you are still unhappy with this decision you may wish to take your complaint to the NHS Ombudsman.

We really do want you to let us know when we get things wrong, but we also like to know when you feel we are getting it right!

If you have been satisfied with the service you have received from us, or have any suggestions for ways to improve our service to you, why not contact the Clinical Governance and Quality Department. You will find the address on the back of this leaflet.

Author: Clinical Governance and Quality Department
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Useful Contacts

Chief Executive
Royal Liverpool and Broadgreen University Hospitals NHS Trust
Prescot Street
Liverpool
L7 8XP
Tel: 0151 706 2000

Independent Complaints Advice Service
Carers Federation
Tel: 0845 120 3735

Healthcare Commission
Peter House
Oxford Street
Manchester M1 5AN
Tel: 020 7448 9200
Fax: 020 7448 9180
Email: www.healthcarecommission.org.uk

Clinical Governance and Quality Department
Royal Liverpool and Broadgreen University Hospitals NHS Trust
Prescot Street
Liverpool L7 8XP
Tel: 0151 706 2253

The Health Service Ombudsman for England
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0845 0154033 (calls charged at local rate – open 8am – 6pm Monday to Friday.

The Royal Liverpool and 
Broadgreen University Hospitals
NHS Trust

PATIENT INFORMATION

A Users Guide to the Hospitals' Complaints Procedure

If you wish to complain or comment on the services we provide

At the Royal Liverpool and Broadgreen Hospitals, we treat thousands of people each year, the vast majority of who are satisfied with the service and care they receive.

The Trust is committed to giving the best possible service and care to patients, their families, carers and visitors.

However, we realise that we may not always get things right. On these occasions we welcome your comments, as they will help us to improve the services we provide for you, our users.

For the times we do not get it right we have a Complaints Procedure, which this leaflet will guide you through.

Q. If I raise concerns or make a complaint will this affect my future care?

- A. Absolutely not. Please be assured that the Trust welcomes feedback from our patients whether via the Customer Relations Team or the formal NHS Complaints Process. No details or correspondence of any complaint will be placed on your health records. Complaint files are stored away from the clinical areas and the Trust will take seriously and deal firmly with any member of staff who discriminates against a patient as a result of them having made a complaint.

Q. Do I have to put my complaint in writing?

- A. No, you can speak to any member of staff who will do their best to resolve your complaint. The Customer Relations Team (CRT). may be able to help you at this time. You can contact them on 0151 706 4903 or ask a member of staff to contact them. You can also telephone the Complaints Manager on 0151 706 3216/2265 or email: Complaints@rlbuht.nhs.uk. We will make a note of your complaint and deal with it in complete confidence.

Alternatively you may wish to contact the Independent Complaints Advice Service (ICAS) who will be able to provide help and advice on how to make a complaint and offer you support throughout the complaints process. If you prefer to put your complaint in writing, you should write to the Chief Executive of the Trust (you will find both of these addresses on the back of this leaflet). The Chief Executive will ask the Director of Clinical Governance and Quality to carry out an investigation into your complaint.

Q. What happens then?

- A. We will acknowledge your complaint in writing within two working days. We will investigate your concerns thoroughly and fairly and a reply will be sent from the Chief Executive usually within 25 working days.

We will apologise where necessary and tell you what we will do to stop the same thing occurring again. If we cannot reply to you on time you will be informed by letter of our progress and the reason for the delay.

Q. What if I am still not satisfied?

- A. You should contact the Chief Executive in writing, explaining the reasons why you are not satisfied with the Trust's response. We can then investigate further or suggest a meeting to try to resolve any outstanding issues. If you remain dissatisfied after this, you can request the Healthcare Commission to investigate your complaint (contact details are on the back of this leaflet). This request should be made within six months of receipt of the Chief Executive's final reply.

Q. What will happen next?

- A. If you request an investigation by the Healthcare Commission you will receive further details, directly from them, of the process involved. This is not an automatic right. It might be decided that your complaint was not fully investigated and it will be referred back to the Chief Executive for further investigation. It may be thought that the Trust has done everything possible to resolve your complaint therefore a further investigation would be of no added value.