

If you are not satisfied with the response

If all local options to resolve your complaint have been tried, you have the right to ask the Health Service Ombudsman to review the matter:

- The Parliamentary & Health Service Ombudsman, Milbank Tower, Milbank, London SW1P 4Q
Telephone: 0345 015 4033

About us

The GP out-of-hours is part of the integrated urgent care service run by Royal Cornwall Hospitals NHS Trust in partnership with Kernow Health Community Interest Company and Vocare Limited.

We exist to benefit the communities we serve and are run with the support of healthcare professionals not shareholders.

Further information regarding our organisation can be found via our websites:

www.royalcornwall.nhs.uk

www.kernowhealthcic.org.uk

www.vocare.org.uk



If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

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Royal Cornwall Hospitals
NHS Trust

Complaints, concerns and feedback

Information for Cornwall 111 and GP out-of-hours services patients



One + all | we care

Your views matter

It is our aim to provide you with the best service and care possible. However, we appreciate that there may be times when the service has not met your expectations.

We log all concerns raised and have a robust system to investigate, review and take actions from any lessons to be learnt in order that we can improve the quality of the service we provide.

Who can give feedback?

Feedback can come from the patient or an authorised representative. In the event of a formal complaint, or any issue where a response is required, we have a duty of care to ensure consent is received from the patient, or if the patient is not in a position to provide it, from an individual with the appropriate legal status. For example, where a patient has died, this could be their executor.

Types of feedback

Formal complaint

Complaints should be made within 12 months of the event, or within 12 months of you realising that you had something to complain about.

Informal concern

You may not wish to go through the formal complaints process but would like to raise a concern in order that we can learn from it and reduce the risk of anything similar happening to others.

Positive comments

Staff, clinical and non-clinical, always appreciate positive feedback from patients. We always pass on any feedback to the individuals concerned.

Contacting Kernow Health for all types of feedback

- In writing: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro TR1 3LP
- By email: enquiries.kernowcic@nhs.net
- By telephone: 01872 221102

All calls to and from Kernow Health are recorded and retained. Recordings may be monitored and used for the purpose of training, audit and the investigation of feedback.

We aim to resolve the issues you have raised openly and honestly, ensuring that any learning from your experience is acted upon.

What you can expect from us

- **Acknowledgement:** We will acknowledge your feedback within three working days (from the date received). You will be given a reference number and the name of the person to contact if you have any queries during the investigation.
- **Investigation:** Your feedback (formal or informal) will be fully investigated. This will include gathering all relevant documentation, for example patient records and call recordings, and linking as appropriate, with the clinicians, staff and other organisations involved in your episode of care.
- **Review:** The review of the investigation will, as appropriate, be undertaken by the senior management team, up to and including the Chief Executive.
- **Respond:** If a response is required, we will provide it within mutually agreed timescales.

Independent support when making a complaint

If for any reason you feel you need additional support in making your complaint you can contact:

- Independent Health Complaints Advocacy Service [seap]
PO Box 375, Hasting, TN34 9HU
Telephone: 0300 343 5730
Email: info@seap.org.uk
- Patient Advisory and Liaison Services (PALS)
Telephone: 01872 252793
Email: rcht.patientexperience@nhs.net