



## Patient's Comments and Complaints Policy

### **1 Purpose of Policy**

Kate's Home Nursing is committed to providing the highest standard of care for all the patients we nurse. Patients and their families or carers therefore have the right to have any concerns or complaints investigated promptly and thoroughly, in order to ensure that any necessary action is taken and lessons learned for the benefit of both the patient concerned and future patients.

If you have any questions about any aspect of this Policy, please write to us at our registered office in Stow on the Wold, email [info@kateshomenursing.org](mailto:info@kateshomenursing.org), or call us on 0754 0898 143.

### **2 Regular Feedback**

We welcome feedback on the service we provide, so that we can continue to improve it. As part of her regular contacts with you, our Nursing Co-ordinator will ask you how nursing sessions have gone and whether you were happy with the support given by our Nurse.

We may ask your permission to use some of your comments anonymously (for example on our website) but in all cases without it being possible to identify the patient or the person commenting.

### **3 What to do if you have questions or concerns**

Please share your questions or concerns with us as soon as possible.

- If you are not happy about something, please tell the Nurse straight away. Our Nurses will report this to the duty Nursing Co-ordinator, who will telephone you to follow up your comments.
- If you have a serious concern and wish to raise this at once with the Nursing Co-ordinator (even during the night) please call her on the Nursing Co-ordinator number you will have been given.
- Tell the Nursing Co-ordinator when she calls you after the nursing session has ended.

### **4 What will happen next?**

Responsibility for initial investigation of concerns and complaints rests with our Nursing Co-ordinator. She will make every effort to understand what we could have done better and will discuss your concerns and her proposed response with our Nursing Manager. She will then inform you about the steps which are to be taken in response to your concerns.

### **5 What if I am not happy with that response?**

If you are not satisfied with the initial response and feel that you wish to raise an issue as a formal complaint, we ask that you first read this Policy in full so that you will have a complete picture of how we will handle your concerns.

If you then decide to make a formal complaint, we ask you to set it out in writing. Please either send an e-mail to our Nursing Manager at [info@kateshomenursing.org](mailto:info@kateshomenursing.org) or write a letter giving full details of your complaint. Please include:-

The patient's name and address.

Your name and address if you are not the patient and your relationship to the patient.

Your telephone numbers.

The date and time of any particular incident.

The name of the nurse involved.

Send your letter to:-

The Nursing Manager, Kate's Home Nursing, Stow Surgery, Well Lane, Stow on the Wold, Gloucestershire. GL54 1EQ

If, for any reason, you are not able to write and cannot get someone to do this for you, please ask our duty Nursing Co-ordinator when she visits you to make a note of your concerns. She will read this back to you and ask you to confirm that it is an accurate reflection of your comments.

## **6 What will happen next?**

We will acknowledge receipt of your written complaint within 5 days of receiving it. We will confirm that we are investigating your comments and promise that we will send you a substantive response within 28 days of receipt of your comments (or tell you if we need longer than that). You will be contacted again to make sure that we have all of the information we need from you.

Our response will always be in writing. But our Nursing Manager or one of our Nursing Co-ordinators will deliver this in person so that she can explain our response and answer any questions you may have. Please take your time to reflect on this letter (or call us if you wish to discuss it further). We then ask that you tell us whether you are happy with our response.

## **7 What happens if I am still not happy?**

We always do our best to make sure that we give a full and satisfactory answer. But, in the rare event that this does not deal with the issues to your satisfaction, you are entitled to have your comments considered by a panel of our Trustees. Here again, we need to have this request in writing, so that we understand which aspects of our initial response you do not agree with.

We will aim to respond to your concerns within 14 days, unless there are special reasons why the Trustees cannot investigate the matter in that timescale. You may be asked to meet the Trustees to explain your concerns to them in person.

Our response will always be in writing. It will be brought to you by one of our Trustees who will explain its contents to you and answer any questions you may have about it, and the actions we have taken in response to your comments. Please take your time to reflect on this letter (or call us if you wish to discuss it further with a Trustee). We then ask that you tell us whether you are happy with our response.

## **8 Is that the final stage?**

If, despite the above stages, you are still not happy, you should write to our regulatory body:

The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

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