

## The Customer Care Team

Important information for patients



It is therefore very helpful if you could provide a daytime telephone number for us to contact you.

We encourage people to meet with us to discuss their concerns in person.

If you would like us to arrange a meeting for you, we will ensure that the managers who can best answer your concerns are present at the meeting, together with a member of the Customer Care Team.

### What will you do about my complaint?

Our response will show how we have listened to and investigated your concerns. This might mean giving an apology, explaining what changes and improvements we will make or detailing any further action proposed.

At times, some complaints sent to the Trust involve other organisations (for example Social Services or another NHS Trust). If this is the case, the Trust will inform you which part of the complaint it can investigate and check that you give your consent that other parts of your complaint are forwarded to the relevant organisation(s). The organisations will then work together to respond to your concerns.

Once your complaint has been investigated you will receive a reply from the Chief Executive within a timescale agreed with you. Your complaint will be dealt with in confidence and will only be discussed with those who need to know about the issues you have raised.

### Access to Health Records

You have the right to access to your health/patient records. If you would like a copy, please request this in your complaint letter.

### What if I am still unhappy?

If you are not happy with the response to your complaint, then let us know straight away. We may investigate your concerns further or we might suggest that you come in to meet with staff to discuss your complaint in more detail if you have not already done this.

If, after this, you still feel that your concerns have not been resolved, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. You should do this within six months of our final response to you.

You can contact the Parliamentary and Health Service Ombudsman on:

Telephone: 0345 015 4033  
Fax: 0300 061 4000 or write to them at:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank, London, SW1P 4QP

**Healthwatch Cheshire** is a free, confidential and independent service which can provide practical support and information to people who want to make a complaint about a service provided by the NHS.

For information, telephone 0300 323 0006 or visit the website:  
[www.healthwatchcwac.org.uk](http://www.healthwatchcwac.org.uk)

### Equality and Diversity

Mid Cheshire Hospitals NHS Foundation Trust is committed to ensuring that patients and staff are not discriminated against regardless of age, disability, gender, race, sexual orientation or religion.

### Compliments and suggestions

We do not just want to know when things go wrong, we also want to know what you think of our services when things have gone well. Please feel free to write with any compliments, comments and suggestions you may have.

Comment cards 'How are we doing?' are readily available on all wards and in outpatient departments. You can seal and hand in your card to a member of staff where you are having your treatment, or take it home to fill in and post it back to the hospital. **You do not need a stamp.**

This leaflet is available in audio, Braille, large print, and other languages. To request a copy, please contact the Customer Care Team.



The Customer Care team provides a free, impartial and confidential service. Based at Leighton Hospital they also cover services delivered at Victoria Infirmary, Northwich; Elmhurst Intermediate Care Centre, Winsford; and Central Cheshire Integrated Care Partnership (CCICP).

Overall, the feedback we get from patients is very positive. We realise, however, that there may be times when we do not always get things right. On these occasions we welcome your feedback as this helps us to improve the services we provide. So, if you have any problems with any aspect of your care, please tell us.

### Who should I talk to first?

Most concerns can usually be sorted out straight away with the staff who are caring for you. This might be your Nurse, the Ward Manager, a Matron, a Midwife, the Doctor or other health worker. Tell them what has happened and they will do their best to put things right as quickly as possible. If you have tried this and are still unhappy, or would like to talk to someone who is not involved in your care, contact the Customer Care Team. We may be able to help resolve matters the way you would like.

### What will the Customer Care Team do?

We will provide 'On the spot' advice and information, but if it takes longer we will keep you informed.

- We will do our best to make sure you get the help you need and explain timescales/how long this may take.

- We will ask your permission before we do anything.
- Any information you give us will be kept confidential. However, there may be times when this is not possible; but this will be discussed with you first.
- If you wish to raise a concern the Customer Care Team will advise you on what you need to do.

The team can be contacted either by:

- Asking a member of staff to contact the Customer Care Team on your behalf
- Telephone: 01270 612410 (24 hour answer machine)
- Email: [customercareteam@mcht.nhs.uk](mailto:customercareteam@mcht.nhs.uk)
- Writing to the Customer Care Team, Leighton Hospital, Middlewich Road, Crewe, Cheshire, CW1 4QJ.

The Customer Care Team is available on site at Leighton Hospital, Monday to Friday 9.00am - 5.00pm (excluding Bank Holidays)

### What if I am still not satisfied?

If you feel that you have made every effort to try and resolve your concerns informally, either directly with the staff or through the Customer Care Team, but this has not been successful, you may decide to make a formal complaint. If this is what you decide to do then it is important to do this as soon as possible; this should normally be within twelve months of the event, or you being aware of the event.

You can make a formal complaint by letter, or by email:

Write to: The Customer Care Manager  
Leighton Hospital, Middlewich Road,  
Crewe, Cheshire, CW1 4QJ

Email: [customercareteam@mcht.nhs.uk](mailto:customercareteam@mcht.nhs.uk)

Alternatively, you can complain to the Commissioners of our services - South Cheshire and Vale Royal CCG.

### Can someone complain for me?

Yes, they can but we will need to get your permission before we provide them with any information. For a formal complaint you will need to complete a consent form.

### If I make a complaint will this affect my future care?

No, there is no need to worry about this. Please be assured that we will not treat you any differently because you have complained. All complaint records are kept separately to your medical records.

### What does the Trust need to know about my complaint?

You should write or email a letter of complaint and give as much information as possible about what, where and when your concern(s) happened (please see example of complaint letter opposite).

Also the complaint letter template is available on our website [www.mcht.nhs.uk](http://www.mcht.nhs.uk)

Follow link from Patients/Department and Services/Patient ExperienceTeam/Customer Care Team.

### Example letter of complaint

Name

Address

Telephone number

Date

Dear

Re:

- I am writing to complain about..... at name of hospital/service/department.
- Details of what happened, when it happened and where it happened. It helps to include the names or titles of members of staff.
- Details of what you want to complain about, with specific questions you would like to be answered.
- Details of what you would like the outcome of the complaint to be. For example, an apology or suggest what we could do to improve our service.
- If you need any further information, please contact me.

Yours sincerely

Do not forget to include your full name, address and telephone number. Wherever possible, you should give the name and job title of any member of staff involved in the complaint.

### When will I hear from you?

You will receive an acknowledgement by telephone or letter within three working days of receiving your complaint. Arrangements will be made to try and resolve your complaint to your satisfaction.