



YOUR RIGHTS

What to do if you are unhappy with the service

We welcome feedback from every person attending an EMPOWER course. Whilst the feedback we receive is usually very positive, we recognise there are times when we don't always get everything right. It is important we know when this happens so we can improve the service.



This leaflet explains how to let us know when we get something wrong, your rights under the NHS Constitution and how to make a complaint if you need to.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know.

You can call us on 0800 852 7460

HOW DO I SHARE MY FEEDBACK ?

We want your feedback – whether good or bad.

As well as sharing your feedback on the patient satisfaction form, we would encourage you to talk to the Educator who has led the session. Where you have a concern, we want to sort this as soon as possible.

If you do not feel comfortable doing that or are unable to at the time, then please contact Spirit Healthcare on 0800 852 7460. This service is entirely free and you will not be charged for the call if calling from a landline.

Alternatively, you can write to us at Spirit House, Saffron Way, Leicester, LE2 6UP.

HOW DO I MAKE A COMPLAINT?

If you are not happy with how we resolved your concern, you can make a formal complaint either in writing or verbally.

When emailing or writing to us, please use the contact details above and mark your letter for the attention of the Complaints Manager.

If you make a complaint verbally, a record of your complaint will be made and you will be provided with a written copy.

What information should I provide?

However you contact us, it is important to provide as much information as you can, especially dates, times and venues.

The sort of thing to include is:

- Your name, address and telephone number.
- The nature of your complaint:
 - details of what happened, when it happened and where it happened (it helps to include the names or titles of members of staff if you know them);
 - details of what you want to complain about; and
 - details of what you would like the outcome of the complaint to be if you can. For example, an apology or tell us what we could do to improve things.

We will do our best to try and resolve things for you



WHAT ARE MY RIGHTS?

If you are not happy with the care or treatment you've received or you've been refused treatment for a condition, you have the right to complain, have your complaint investigated and be given a full and prompt reply.

The NHS Constitution explains your rights when it comes to making a complaint. You have the right:

- to have any complaint you make about NHS services acknowledged within three working days and to have it properly investigated;
- to discuss the manner in which the complaint is to be handled, and to know the period within which the investigation is likely to be completed and the response sent;
- to be kept informed of progress and to know the outcome of any investigation into your complaint, including an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken;
- to take your complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS;
- to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority; and
- to compensation where you have been harmed by negligent treatment.

The NHS also commits:

- to ensure that you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and that the fact that you have complained will not adversely affect your future treatment (pledge);
- to ensure that when mistakes happen or if you are harmed while receiving health care you receive an appropriate explanation and apology, delivered with sensitivity and recognition of the trauma you have experienced, and know that lessons will be learned to help avoid a similar incident occurring again (pledge); and
- to ensure that the organisation learns lessons from complaints and claims and uses these to improve NHS services (pledge).



THE NHS
CONSTITUTION
the NHS belongs to us all



WHO ELSE CAN HELP ME?

Making a complaint can be daunting, but help is available. In addition to contacting Spirit Healthcare directly, you can contact your local clinical commissioning group (CCG), the Independent Health Complaints Advocacy service, the Parliamentary and Health Service Ombudsman (PHSO) or your local Citizens Advice Bureau (CAB):

NHS Surrey Downs Clinical Commissioning Group

Telephone: 01372 201685

Email: SDCCG.feedback@nhs.net

Website: www.surreydownscg.nhs.uk

Independent Health Complaints Advocacy service

Telephone: 01483 310500

Text: 07704 265 377 (this number cannot take voice calls)

Email: nhsadvocacy@surreyilc.org.uk

Post: Surrey Independent Living Council, Astolat, Coniers Way, Guildford, GU4 7HL



Surrey Downs
Clinical Commissioning Group

The Parliamentary and Health Service Ombudsman (PHSO)

If you are not content with the response you receive to your formal complaint, the next step is to escalate your complaint to the PHSO:

Post: Millbank Tower, Millbank, London SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Your local Citizens Advice Bureau

The Surrey Citizens Advice Bureaus (CAB) are sources of advice and support if you want to make a complaint about the NHS, social services or local authorities.

You can contact the Mole Valley CAB by:

Visiting the Bureau: The Georgian House Swan Mews, High Street, Leatherhead, KT22 8AE

Telephone: 03444 111 444

Telephone advice can be given Monday to Friday 10am - 4pm

You can contact the Reigate and Banstead CAB by:

Visiting the Bureau: 24 High Street, Redhill, Surrey, RH1 1RH

Telephone: 03444 111 444

Telephone advice can be given Monday to Friday 10am - 4pm

Website: www.carbs.org.uk

You can contact the Epsom and Ewell CAB by:

Visiting the Bureau: The Old Town Hall, The Parade, Epsom, KT18 5AG

Telephone: 0300 330 1164

Telephone advice can be given Monday to Friday 10am - 4pm

Website: www.cae.org.uk



EMPOWER

ENGAGE MOTIVATE PLAN OWNERSHIP WELLNESS EDUCATE REVIEW



DEDICATED FREE SUPPORT LINE
 **0800 852 7460**
www.empower-diabetes.co.uk

Spirit House, Saffron Way,
Leicester, LE2 6UP