

## How to comment or complain about CNWL- Camden Provider Services



This information sheet is about how to raise a concern or make a complaint about your local National Health Service. If you would like an easy read leaflet please call 020 7685 5950.

Camden Provider Services (CPS) aim to provide the best care to our patient. However, on some occasions the experience may not be as positive as we would like it to be. It is important to us that we hear from you if you feel the level of service is not up to the high standards we set ourselves. If you are unhappy with the treatment or service you have received from CPS, you are entitled to make a complaint or raise a concern, and receive a response from us.

### Why complain or raise a concern?

The opinions of those who use our service, or are affected by our service, give us valuable insight into the patient care that we provide and areas where improvements might be made. We would encourage users of our services to contact us with their concerns or complaints, in order that we can take steps to resolve problems and where possible, decrease the chance of reoccurrence. Please be assured that making a complaint will not affect the care you receive, either now, or in the future and your contact will be treated confidentially.

### Who can complain to Camden Provider Services?

A complaint can be made by a patient or person affected, or likely to be affected, by the actions or decisions of Camden Provider Services. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

### What is the time limit for making a complaint?

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. If your complaint is raised outside of this time period, but there are good reasons why you could not complain earlier and it is still possible to investigate the complaint effectively and fairly, we will waive this time limit.

### What support is available for people who are thinking of complaining?

CPS's Patient Support Service can try to help you sort out problems or concerns about your health care in an informal way, or they can provide you with advice and guidance on how you can pursue a complaint if you decide that you wish to do this. They are also able to liaise with services on your behalf to obtain a response to your complaint or query.

To ensure you have equal access to our services please inform us if you have any disabilities or require additional support.

### Independent advocacy

PoHwER, the Independent Complaints Advocacy Service (ICAS) can help people to make a complaint and can provide advice about the NHS complaints process. ICAS can provide useful assistance such as helping to write letters on your behalf or to attend meetings with you. In Camden, you can contact your local ICAS office on 0845 120 3784. Further information about ICAS can be found on their website: [www.pohwer.net](http://www.pohwer.net).

### Making a complaint

The first stage of the NHS complaints procedure is called 'local resolution'. If possible, you should contact the service you have concerns with directly by asking to speak to the manager or senior clinician. You can also contact the Patient Support Service who can offer assistance as well. They may be able to help you to resolve your concerns without having to make a formal complaint. If you would still like to make a formal complaint, you may do so in writing (including email), or verbally.

## Where to send your complaint

If your complaint is about any service provided by Camden Provider Services, please direct your correspondence to:

### Patient Support Service, CNWL- Camden Provider Services



Postal address:  
3rd Floor Bedford House  
125-133 Camden High Street  
London  
NW1 7JR



Tel: 020 7685 5973  
Fax: 020 7685 5788  
E-mail:  
[patientsupport.cps@nhs.net](mailto:patientsupport.cps@nhs.net)

If you have a complaint about social care, you should contact the social care organisation. If your complaint covers CPS and another service, practice or organisation, we will work together to provide you with a joint response.

### What happens after I make a complaint?

We will acknowledge all complaints about CPS within three working days. If your complaint is about our services, we will contact you, or invite you to contact us, to discuss how you would like us to manage your complaint. Some people prefer to discuss their concerns with the service they are complaining about while others will prefer to receive a written response to their concerns. As part of this discussion, we will also agree the appropriate timescales for investigating your complaint. If your complaint is about a service that CPS does not provide, we will normally contact you asking you for your consent for us to forward a copy of the complaint to the relevant organisation.

### Resolution meetings

Complaints can often be resolved by meeting with staff to discuss your concerns and work out a way forward. If you believe a meeting would be useful, please do not hesitate to request one and this will be arranged for you.

### What if you remain dissatisfied with the response which you receive from CPS?

CPS wants to ensure that all complaints are handled well and that all appropriate action is taken to resolve a person's concerns. We will do everything that we feel is appropriate in order to try and resolve matters to your satisfaction.

If, however, you do remain unhappy with how your complaint has been managed, you can ask the Parliamentary and Health Service Ombudsman for an independent review of your case. The Ombudsman can carry out independent investigations into complaints about poor treatment or service provided through the NHS in England. You can contact the Ombudsman at the following address:

Postal Address:  
Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Helpline: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Your information:

The information we hold about you may include basic details, such as your name, address and information about your health and treatment you have received from our services.

To improve our services, we will keep statistics about the kinds of questions and problems people have so the Trust can learn from this. We provide a confidential service, for further information please see the 'Your Information, Your Rights' leaflet.

**If you need a copy of this leaflet in another language, in Braille or on audio tape, please contact the Patient Support Service.**