

Being Open

CSH Surrey subscribes to 'Being Open' and has a commitment to openness, honesty and transparency. The 'Being Open' framework is a best practice guide for all healthcare staff and is produced by the NHS National Patient Safety Agency. It can be accessed at: www.nrls.npsa.nhs.uk

Once the page opens, type 'Being Open' into the search box.

We welcome your comments

We are always looking to improve the quality of the information we provide and would value your feedback on this leaflet.

Did you find it informative and easy to understand?
Is there anything else it would be helpful to include?
Do you like the look and style of it?

Please email us your views at:
CSH.Feedback@nhs.net

Or write to:

Communications Team
CSH Surrey
Ewell Court Clinic, Ewell Court Avenue
Ewell, Epsom
Surrey KT19 0DZ

Or call us on 020 8394 3843.

Large print, audio format or another language

Call 020 8394 3846/43
or email CSH.Communications@nhs.net
to receive this information in large print, audio format
or another language.

General enquiries

Visit www.cshsurrey.co.uk for information and
contact details for all other CSH Surrey services.

A heart in the community

CSH Surrey, proud to be part of the CSH Group.
As a social enterprise, CSH makes profit to
benefit local communities and to enhance its
health and care services.



CSH Surrey, Head Office
Ewell Court Clinic, Ewell Court Avenue
Ewell, Epsom, KT19 0DZ

Company registered number 5700920

Listening and responding How to raise a concern or make a complaint

Information for patients,
carers and relatives

Better healthcare together

CSH Surrey, providing NHS community nursing and
therapy services in the homes, schools, clinics and
hospitals in the heart of Surrey since 2006.

Making your experience count

Your comments, compliments, concerns or complaints can all help CSH Surrey to improve its services. If an error has been made, we will provide an apology. We will answer your questions and explain the events and the decisions that were made. We will tell you what action is being undertaken as a result of your complaint. No-one is discriminated against because they have made a complaint. Staff also value your compliments, and these also help us to know when we are doing things well.

What if I have a concern?

You can raise a concern for yourself or on behalf of someone else. If you complain on behalf of a friend or relative you must have their consent to represent them.

Who should I discuss this with?

Your concerns can often be addressed 'there and then'. Please speak to the healthcare professional you were seen by, or ask to speak to their manager or the person in charge. You can leave a message for them to contact you at a time convenient to you.

What if I wish to complain?

Make your complaint as soon as possible, detailing the concerns you have. Except in exceptional circumstances, this should be not more than 12 months after the incident. You can telephone us, email or write a letter. Don't forget to provide us with your full name, address and contact number.

What information do we need?

Please provide as much information as possible about the concerns you have. Please let us know how you would like your complaint to be resolved, eg over the telephone, at a meeting or in writing, and the outcome you are hoping for.

Who will be helping me with my concerns?

CSH Surrey's Customer Liaison Officer will assist you. Your concerns will be acknowledged, investigated and responded to within agreed timescales.

The Customer Liaison Officer can be contacted on T: 020 8394 3843 or by email at E: CSH.Complaints@nhs.net

You can also write to the Customer Liaison Officer at Ewell Court Clinic via the address on the back of this leaflet. Alternatively, you can send your letter to the Managing Directors, also at the Ewell Court Clinic address.

How quickly will you respond to me?

We will contact you within three working days of receiving your complaint. We aim to respond to your concerns within 25 working days of receiving your complaint. It can help to speed up our response if you are happy to provide your daytime telephone contact number.

What if I have further questions?

You can ask to meet with us, where we will be happy to explain our response and discuss your concerns. We can also offer other possible resolution options such as independent conciliation.

If after this, you still feel your concerns or complaint has not been resolved or handled satisfactorily, you can ask the Health Service Ombudsman to review your case. You should contact the Ombudsman within a year of raising your complaint.

Parliamentary and Health Service Ombudsman

11th Floor, Millbank Tower
Millbank, London SW1P 4QP
Contact the Ombudsman on T: 0345 015 4033
They can also be found at www.ombudsman.org.uk

Further information

NHS England – You can call 0300 311 22 33 if you have a query regarding your GP, pharmacy, dentist, or optician. You can email them at england.contactus@nhs.net putting 'For the attention of the complaints manager' in the subject line. You can also write to NHS England, PO Box 16738, Redditch B97 9PT. Or visit their website at www.england.nhs.uk/

NHS Choices is a website that provides health information, details of local services and information on how to make a complaint. www.nhs.uk/Pages/HomePage.aspx

The Department of Health website also has information about the NHS complaints procedure: www.dh.gov.uk

Independent Complaints Advocacy Service (SEAP) for Surrey can be contacted on T: 0330 343 5727. They can also be found at www.seap.org.uk/local-authority/surrey.html

Healthwatch Surrey - Call 0303 303 0023 or contact them by email on info@healthwatchsurrey.org or visit their website at www.healthwatchsurrey.co.uk/

Surrey Downs Clinical Commissioning Group
This is the healthcare commissioner for mid Surrey. They can be contacted on 01372 201 500 or by email on feedback@surreydownscg.nhs.uk
Their website is www.surreydownscg.nhs.uk/