

## Where can I get independent help to make a complaint?

If you need help to make a complaint the Independent Complaints Advocacy Service (ICAS) offers advice and support to people wishing to make a formal complaint – e.g. help with letter-writing and attending meetings with you. ICAS can come and see you in your home or in a place where you feel comfortable if you are unable to visit their offices. ICAS is independent of the NHS and is free.

### You can contact ICAS at:

- ICAS,  
1<sup>st</sup> Floor, Clarendon House,  
9-11 Church Street, Basingstoke,  
Hants, RG21 7QG
- Tel: **0845 600 8616**  
or **01256 463758**
- Email:  
**Basingstoke.icas@seap.org.uk**
- Website:  
**www.seap.org.uk/icas/  
localmap.html**

## What if I'm not satisfied?

Under new legislation, from 1<sup>st</sup> April 2009, arrangements for handling complaints about NHS services will be in two stages, local resolution (via NHS Hampshire) and independent review.

If you are not content with the outcome of your complaint at local level you can ask the Ombudsman to independently review your case by writing to:

- The Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP
- Or Email  
**phso.enquiries@ombudsman.org.uk**
- Or by telephone on: **0845 015 4033**
- Website: **www.ombudsman.org.uk**

NHS Hampshire\*  
Headquarters  
112 Southampton Road,  
Eastleigh  
Hampshire SO50 5PB  
Telephone: 023 8062 7444  
www.hampshirepct.nhs.uk

If you would like a copy of this document on audiotape or in large print, please ring the Communications Team on 023 8062 7448.



For a translation of this document or for an interpreter, please ring Access to Communication on 023 8024 1300

**NHS**  
**Hampshire**

\*NHS Hampshire is part of Hampshire Primary Care Trust, registered at the address above

**NHS**  
**Hampshire**

Comments and concerns?  
Compliments or complaints?  
Don't know who to ask?

**Please contact us**

NHS Hampshire is committed to ensuring that NHS services are as good as they can be.

There is a single point of contact for help with comments, concerns, compliments and complaints about the NHS services we purchase for the people of Hampshire. NHS Hampshire also oversees the quality of local NHS primary care services.

We welcome your comments or complaints about any of the services we purchase on your behalf including those provided by GPs, dentists, optometrists and pharmacies.



## Who are we and what can we do?

The Comments and Complaints Unit, NHS Hampshire, is here to help solve problems and pass on comments and suggestions to improve health services in Hampshire. We want each of the residents of Hampshire to receive the best possible treatment and care.

If you have received a particularly good service from any of our PCT or your surgery staff, please let us know. We will tell the staff concerned and their managers. This will help promote good practice throughout the local NHS.

Please tell us if any NHS service you have used has not met the high standards you expect. Sharing your concerns with us can help us to improve services for you and others in the future.

**The Comments and Complaints Unit, NHS Hampshire will help if** you're a patient, family member or carer and you...

- Want to give us feedback on our services and don't know how
- Have a current concern or problem with a health service you have received
- Wish to compliment our staff or services

- Want to make a complaint and need to know how
- Want advice or information and don't know who to ask

## What we can't do:

The Comments and Complaints Unit staff cannot give medical advice. If you have an immediate health problem please contact NHS Direct on **0845 4647** or via their website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or contact your GP.

## Making a complaint

All staff working in the NHS aim to provide the best possible service; however sometimes things do go wrong. If you're not happy with NHS healthcare services you receive then please let us know.

All comments, concerns, compliments and complaints are dealt with in the strictest confidence and are only discussed with the members of staff involved, and their managers. Details of the complaint will not be placed in your patient record.

Please be assured that making a complaint will not affect your care or treatment from us, except in helping to sort out the problem.

**If you are unable to complain yourself** then someone else can complain for you with your agreement.

We understand that it may not be an easy decision to complain, but we do welcome complaints as we need to know if things have gone wrong. This is so that we can put them right and seek to stop them happening again. We investigate all complaints thoroughly and fairly and will aim to respond to you as quickly as we can.

You should normally make a complaint within twelve months of the event, or within twelve months of becoming aware that you have something to complain about. However, these time limits may be waived if there are good reasons why you could not complain earlier and if we are still able to investigate the complaint fairly and effectively in spite of the delay.

**If you have something you wish to tell us about our services or those of your GP, optometrist, dentist or pharmacist you can...**



Write to us at:  
NHS Hampshire Headquarters  
Comments and Complaints Unit  
Omega House, 112 Southampton Road  
Eastleigh, Hampshire, SO50 5PB



Or telephone us  
on The Comments and Complaints Helpline  
Tel: **023 8062 7600**.



Or email us at:  
**comments&complaints@hampshirepct.nhs.uk**



Or contact us through our website:  
**www.hampshirepct.nhs.uk**