



Derbyshire Healthcare
NHS Foundation Trust

**Help us
become
better at
what we
do**



How to give us feedback or make a complaint

For more information about help and support, scan the QR code. This will take you to the Derbyshire Healthcare website, Patient Experience page.



Compliments, comments and ideas

Please tell us when things have gone well. You can also share ideas about our care and services. We will pass your feedback to the staff involved. Your feedback helps us learn what works well and what we could improve.

You can share positive feedback by contacting our Patient Experience Team:

 **Telephone:** Freephone 0800 027 2128 or 01332 623751

 **Email:** dhcft.patientexperience@nhs.net

 **Website:** www.derbyshirehealthcareft.nhs.uk/patient-experience

Complaints

Sometimes we do not get things right. We take complaints and concerns seriously. Your feedback helps us improve our services for everyone.

If you have a question or concern, please speak to your care team first. They will do their best to help you. You can also speak to the Team Manager.

Information Commissioner's Office (ICO)

If your concern is about how we have used or shared your personal information, please contact your care team first. This gives them a chance to put things right. You can also contact the Information Commissioner's Office, known as the ICO. The ICO protects people's information rights.

 **Telephone:** 0303 123 1113

 **Website:** www.ico.org.uk/global/contact-us/

 **Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

More information about making a complaint is available on the ICO website.

Helping you as soon as we can

If your care team cannot help, you can contact our Patient Experience Team. The team will reply within 7 days.

 **Telephone:** Freephone 0800 027 2128 or 01332 623751

 **Email:** dhcft.patientexperience@nhs.net

 **Website:** www.derbyshirehealthcareft.nhs.uk/patient-experience

 **Post:** Patient Experience Team, Derbyshire Healthcare NHS Foundation Trust, Room 160, Kingsway House East, Kingsway Hospital, Derby, DE22 3LZ.

If you use British Sign Language (BSL), you can contact the Patient Experience Team through a Video Relay Service (VRS). This allows you to speak to us through a BSL interpreter.

What we need from you if there's a problem

When you have a problem, please let us know as soon as possible. Telling us about a problem will not affect the care you get from us. You should let us know about a problem within 12 months. If you leave it too late, it is harder for us to help you.

When you contact us, please tell us:

- Your name and contact details
- The name, date of birth and address of the person involved
- The care team or staff members involved
- What happened and when it happened
- What you think we should do to fix your concern

We want to help you as soon as we can. Sometimes, we can resolve a problem in two weeks.

If your complaint is difficult, it might take longer. If this happens, we will look at your complaint more closely to help sort it out.

We will talk to you about your concerns by email or phone. We will let you know how long it might take to help you.

What if we cannot sort out your concern within two weeks

If we need to look into your complaint in more detail, it may take longer. We will look carefully at what happened. We will arrange a time to speak with you about your concerns and what you think should happen.

When we have the information we need, we will confirm that we have received your complaint. We will ask a member of staff to look carefully at what happened. We call this a Closer Look investigation. They will arrange a time to speak with you and explain what they will do.

Closer Look investigations are normally finished within 6 months. Sometimes they can take longer. We will let you know if we need more time.

During our investigation we will:

- Ask the person involved for permission
- Ask you and other people for information. We may look at records and speak to staff.
- Check whether staff followed the right rules and guidance
- Give you an open and honest answer about what we find
- Tell you what we will do next
- Say sorry if we have done something wrong and work to make it right
- Learn from what you tell us so we can do better in future.

Complaining on behalf of someone else

You can complain on behalf of someone else. We may need their permission before we can share information with you. We will send them a form to give their permission.

If the person does not give permission, we can still look into your concern. However, we may not be able to tell you what we find. Our Patient Experience Team can explain this to you.

Useful contacts: making sure you have help and support

An **advocate** is someone who can help you make a complaint and explain what you want to say. They do not work for the Trust, and their help is free. Contact the service for the area where you live:

If you live in **Derby City** you can contact **Disability Direct**.

Disability Direct can help you with advice and support. They will help you speak up about your worries and guide you through making a complaint.

 **Telephone:** 01332 299449

 **Relay UK:** 18001 01332 299449

 **Email:** info@disabilitydirect.com

 **Website:** disabilitydirect.com/dd-advocacy/



If you live in **Derbyshire County** you can contact **Cloverleaf**

Advocacy. Cloverleaf can help you with advice and support. They will help you speak up about your worries and guide you through making a complaint.

 **Telephone:** 01924 454875

 **Email:** referrals@cloverleaf-advocacy.co.uk

 **Website:** cloverleaf-advocacy.co.uk/get-support/services-in-your-area/derbyshire/



Support for deaf people

If you or someone you support is deaf, you can contact the following services for help and support:

Action Deafness

Action Deafness provides advice and support for deaf people. They can help you find ways to communicate better and get the help you need.

 **Telephone:** 0116 253 3200

 **Text number:** 07947 714 040

 **Email:** adcommunications@actiondeafness.org.uk

 **Website:** actiondeafness.org.uk/en



Communication Unlimited

Communication Unlimited offers help with British Sign Language (BSL) services. They can book interpreters for you and help you understand and be understood.

 **Telephone:** 01332 369920

 **Text number:** 07812 300 280

 **Email:** bookings@cu-bsl.co.uk

 **Website:** cu-bsl.co.uk



British Deaf Association

The British Deaf Association can give you information and support about deaf rights. They can help you with advice and make sure your voice is heard.

 **Email:** bda@bda.org.uk

 **Website:** bda.org.uk



Taking your complaint further

If you are not happy with our final response, you can ask the **Public Service Ombudsman** to look at your complaint. You should do this within 12 months of receiving our response. The Ombudsman does not work for the Trust. Its service is free and fair. It can make a final decision about your complaint. You can contact them here:



 Telephone: 0345 015 4033



 **Website:** www.ombudsman.org.uk



Your notes:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Contact the Patient Experience Team:

Telephone: Freephone 0800 027 2128 or 01332 623751

Email: dhcft.patientexperience@nhs.net

Website: www.derbyshirehealthcareft.nhs.uk/patient-experience

If you would like this information in a different language or format, including Easy Read or BSL, contact dhcft.communications@nhs.net

Ak by ste chceli tieto informácie v inom jazyku alebo vo formáte, kontaktujte spoločnosť
dhcft.communications@nhs.net

Pokud budete chtít tyto informace v jiném jazyce nebo ve formátu, kontaktujte
dhcft.communications@nhs.net

Heke hûn dixwazin ev agahdariyê di zimanek cuda an formatê bixwazin kerema xwe ji re têkilî bikin
dhcft.communications@nhs.net

Si vous souhaitez recevoir ces informations en une autre langue ou un autre format, veuillez contacter
dhcft.communications@nhs.net

Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z
dhcft.communications@nhs.net

如果您希望以另一种语言或另一种格式接收此信息, 请联系
dhcft.communications@nhs.net

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ
dhcft.communications@nhs.net

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