

Patient and Public Engagement Committee 2020/2021

Date of Meeting:	14 January 2021
Agenda Item:	3.3
Subject:	Patient Services – Compliments, Concerns and Complaints Easy Read Information Leaflet
Reporting Officer:	Rob McDougall, Senior Patient Services Manager
Aim of Paper:	To provide an update to the Committee of the feedback received on the first draft of the leaflet and the changes made in response to the feedback

Governance route prior to PPEC	Meeting Date	Objective/Outcome
Governing Body	Select date of meeting.	Click to Select
Audit Committee	Select date of meeting.	Click to Select
Strategic Place Board	Select date of meeting.	Click to Select
Integrated Commissioning Board	Select date of meeting.	Click to Select
Locality Engagement Group	Select date of meeting.	Click to Select
Patient and Public Engagement Committee	14 January 2021	For Discussion
Quality and Safeguarding Committee	Select date of meeting.	Click to Select
Remuneration Committee	Select date of meeting.	Click to Select
Clinical and Professional Advisory Panel	Select date of meeting.	Click to Select
Primary Care Commissioning Committee	Select date of meeting.	Click to Select
Information Governance Management Group	Select date of meeting.	Click to Select
Other	Click here to enter text.	

Patient and Public Engagement Committee Resolution Required:	Approval/Decision
Recommendation	Click here to enter text.

Link to Strategic Objectives	Contributes to: (Select Yes or No)
SO1: To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population.	Yes
SO2: To deliver on the outcomes of the Locality Plan in respect of Prevention and Access (Prevention and Self Care)	Yes
SO3: To deliver on the outcomes of the Locality Plan in respect of Neighbourhoods & Primary Care (Getting help in the Community)	Yes
SO4: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Planned (Getting more help)	Yes
SO5: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Urgent Care (Getting more help)	Yes
SO6: To deliver on the outcomes of the Locality Plan in respect of Children, young people and families	Yes
SO7: To deliver on the outcomes of the Locality Plan in respect of Mental Health	Yes

Risk Level: (To be reviewed in line with Risk Policy)	Not Applicable
Comments	Click here to enter text.

(Document should detail how the risk will be mitigated)

Content Approval/Sign Off:	
The contents of this paper have been reviewed and approved by:	Not applicable
Clinical Content signed off by:	Not applicable
Financial content signed off by:	Not applicable

	Completed:
Clinical Engagement taken place	Not Applicable
Patient and Public Involvement	Not Applicable
Patient Data Impact Assessment	Not Applicable
Equality Analysis / Human Rights Assessment completed	Not Applicable

Executive Summary

1.1 After sharing the first draft of the Patient Services' Compliments, Concerns and Complaints Easy Read Information Leaflet at the last Patient and Public Engagement Committee on 8 October 2020, feedback has been received from the following individuals:

- Phil Burton, Engagement Lead, NHS Heywood, Middleton and Rochdale CCG
- Kate Jones, CEO, Healthwatch Rochdale
- Karen Kelland, PPG Representative
- Shabnam Sardar, Quality and Safeguarding Manager, NHS Heywood, Middleton and Rochdale CCG

1.2 Below, is a list of all feedback and an explanation of the action taken:

Action	Feedback provided by	Comments	Response
1.	Phil Burton	(Page 2) Suggested changing: "We are a Clinical Commissioning Group and we are responsible for planning, buying and monitoring healthcare services for local people" To say: "We are a Clinical Commissioning Group. It is our job to plan, buy and check healthcare services for local people."	Text changed to say: "We are a Clinical Commissioning Group. It is our job to plan, buy and check healthcare services for local people."

Action	Feedback provided by	Comments	Response
2.	Phil Burton	<p>(Page 2) Suggested changing:</p> <p>“This leaflet tells you:</p> <ul style="list-style-type: none"> • How to give feedback about your healthcare • Who can help” <p>To say:</p> <p>“This leaflet tells you:</p> <ul style="list-style-type: none"> • How you can tell us about your healthcare • Who can help” 	<p>Text changed to say:</p> <p>“This leaflet tells you:</p> <ul style="list-style-type: none"> • How you can tell us about your healthcare • Who can help”
3.	Phil Burton	<p>(Page 3) Suggested changing:</p> <p>“No one will treat you badly because of it.”</p> <p>To say:</p> <p>“No one will be mad (angry?) at you because of it”</p>	<p>Combining this suggested change with action 18, the text has been amended to say:</p> <p>“We will listen to what you tell us and try to help you.”</p>
4.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“We will let you know that we have received your feedback within 3 working days.”</p> <p>To say:</p> <p>“We will let you know we got your words (views?) within 3 working days.”</p>	Text not changed.
5.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“If your questions or concerns are about a different organisation we may not be able to investigate them.”</p> <p>To say:</p> <p>“If your worry (problem?) is about a different organisation we may not be able to check the for you.”</p>	<p>Text changed to say:</p> <p>“If your problem is about a different organisation we may not be able to investigate it.”</p>

Action	Feedback provided by	Comments	Response
6.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“It may be better to let that organisation investigate and respond to you.”</p> <p>To say:</p> <p>“It may be better to let that organisation look at your worries (problems?) and get back to you.”</p>	<p>Text changed to say:</p> <p>“It may be better to let that organisation look at your problem and get back to you.”</p>
7.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“We will discuss this with you and ask for your permission to re-direct your enquiry.”</p> <p>To say:</p> <p>“We will talk to you about this and only pass on your problem to them if you say we can.”</p>	<p>Text changed to say:</p> <p>“We will talk to you about this and only pass on your problem to them if you say we can.”</p>
8.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“If we can investigate your questions or concerns we may need to ask for your permission to get information from other organisations involved in your care.”</p> <p>To say:</p> <p>“If we can check your problem for you, we might need to get information from other people who help care for you. We will only ask for this if you say we can.”</p>	<p>Text changed to say:</p> <p>“If we can investigate your problem, we might need to get information from other people who help care for you. We will only ask for this if you say we can.”</p>

Action	Feedback provided by	Comments	Response
9.	Phil Burton	<p>(Page 6) Suggested changing:</p> <p>“We will explain our findings to you when the investigation has finished.”</p> <p>To say:</p> <p>“When we have finished checking your problem (issue?) we will tell you what we found.”</p>	<p>(Now on page 7) Text changed to say:</p> <p>“When we have finished investigating your problems we will tell you what we found.”</p>
10.	Phil Burton	<p>(Page 7) Suggested changing:</p> <p>“We will ensure action is taken to learn from the concerns that you raise if we find that the care or service you received was not as good as it should have been.”</p> <p>To say:</p> <p>“We will learn from the things you tell us, especially if your care isn’t as good as it should be.”</p>	<p>Text changed to say:</p> <p>“If we find your care wasn’t as good as it should’ve been, we will make sure lessons are learnt.”</p>
11.	Phil Burton	<p>(Page 8) Suggested changing:</p> <p>“We will try our best to resolve your complaint but please tell us if you are unhappy with our response.”</p> <p>To say:</p> <p>“We will try our best to sort out your problem, but if you don’t like what we have done, please tell us.”</p>	<p>(Now on page 9) Text changed to say:</p> <p>“We will try our best to resolve your problem but please tell us if you are unhappy with our response.”</p>
12.	Kate Jones	<p>(Page 3) Typing error identified on page 3 “You may not unhappy”.</p>	<p>Text changed to say:</p> <p>“You may be unhappy with your healthcare.”</p>

Action	Feedback provided by	Comments	Response
13.	Kate Jones	(Page 4) Suggested changing text from: "Who you want to complaint about" To say: "Who you want to complain about or compliment"	Text changed to say: "Who you want to complain about or compliment"
14.	Kate Jones	Request to include Healthwatch Rochdale as an independent feedback mechanism and to offer information, advice and signposting	Text added to page 8 to say: "Healthwatch Rochdale may also be able to help you. They can provide information, advice and help you contact people who can care for you. You can phone Healthwatch..."
15.	Kate Jones	Suggested included timescales for investigating/responding to the leaflet	Text added to page 6 to say: "We will talk to you about how long it will take to investigate your problem and we will let you know if more time is needed."
16.	Karen Kelland	Typing error identified on page 3 "You may not unhappy".	Text changed to say: "You may be unhappy with your healthcare."
17.	Karen Kelland	Suggested including examples of patient representatives who support patient feedback, such as Public Governors and Patient Groups, such as PPGs and the Patient Advisory Board at Healthwatch	Independent Complaints Advocacy is the recognised and trained support for people wanting to complain about NHS healthcare services. Across HMR, this is provided by Advocacy Together Hub Rochdale. Information is included in the leaflet about their role and contact details. The leaflet also explains that friends and family can help, and that Healthwatch Rochdale may also be able to help. We would not signpost complainants to Public Governors or Patient Groups as they are not a recognised support mechanism in the formal context of NHS complaints.

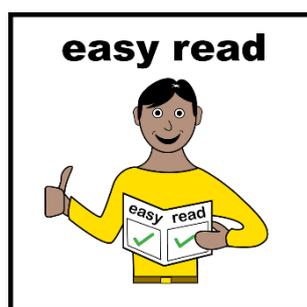
Action	Feedback provided by	Comments	Response
18.	Karen Kelland	Suggested providing reassurance in the leaflet that individuals will be listened to	Please see the response to action 3.
19.	Karen Kelland	Suggested inclusion of patients and carers in the leaflet	Text added to page 3 to say: "We are keen to know the views of patients, carers and other service users because it helps us to improve our services and those that we buy."
20.	Shabnam Sardar	Typing error identified on page 3 "You may not unhappy".	Text changed to say: "You may be unhappy with your healthcare."
21.	Shabnam Sardar	Suggested amending the text on page 3 stating "No one will treat you badly because of it". No sure this needs to be said – it's really negative and could negatively influence a patient	Please see the response to action 3.

1.3 An amended version of the Compliments, Concerns and Complaints Easy Read Information Leaflet is attached for further review and approval.

Rob McDougall
Senior Patient Services Manager

Compliments, concerns and complaints

Giving feedback about your healthcare



About this leaflet



We are a Clinical Commissioning Group. It is our job to plan, buy and check healthcare services for local people.



This includes hospital care, community care and mental healthcare services.



GP, dentists, opticians and pharmacies are commissioned by NHS England.

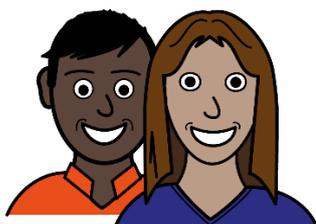
We cover Heywood, Middleton and Rochdale.



This leaflet tells you:

- How you can tell us about your healthcare
- Who can help.

How do I give feedback?



We want patients to be happy with the care and service they receive.

We are keen to know the views of patients, carers and other service users because it helps us to improve our services and those that we buy.

You may want to say thank you.

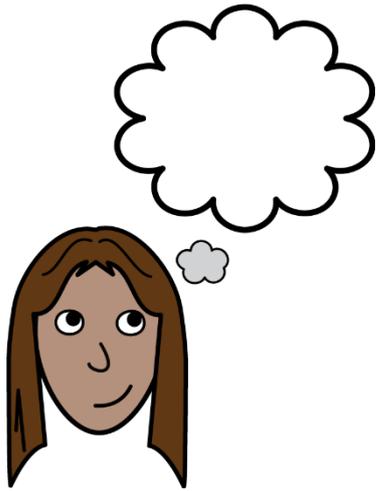
You may want to ask a question.



You may be unhappy with your healthcare.

Tell us as soon as you can so that our Patient Services Team can help you.

We will listen to what you tell us and try to help you.



Think about what you want to say.

We will need to know

- What happened
- When it happened
- Where it happened
- Who you want to complain about or compliment
- What you want us to do to make the problem better.

We will also need to know your name and address.

How to contact us



You can phone Patient Services on 01706 664170.

You can email Patient Services at

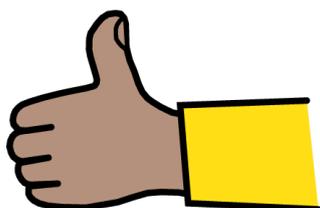
hmrccg.complaints@nhs.net

Or, you can send a letter to Patient Services at

NHS HMR CCG
PO Box 100
Rochdale
OL16 9NP

It is important that you do this within 12 months of the event.

What happens next?



We will let you know that we have received your feedback within 3 working days.

If your problem is about a different organisation we may not be able to investigate it.

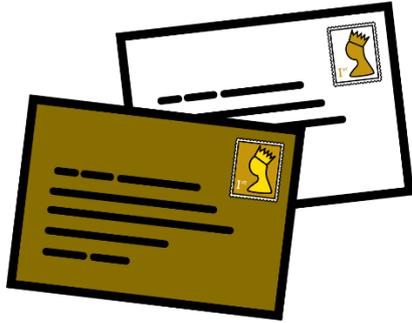
It may be better to let that organisation look at your problem and get back to you.

We will talk to you about this and only pass on your problem to them if you say we can.



If we can investigate your problem, we might need to get information from other people who help care for you. We will only ask for this if you say we can.

We will talk to you about how long it will take to investigate your problem and we will let you know if more time is needed.



When we have finished investigating your problem we will tell you what we found.



If we find your care wasn't as good as it should've been, we will make sure lessons are learnt.

Can I get help?



Your friends and family can help you.



Or you can contact Advocacy Together Hub Rochdale who provide support to people in Heywood, Middleton and Rochdale to make a complaint.



You can phone Advocacy Together Hub Rochdale on 01706 645840.

You can also write to
Healthwatch Rochdale at

Healthwatch Rochdale
104 – 106 Drake Street
Rochdale
OL16 1PQ

What if I am still unhappy?

We will try our best to resolve your problem but please tell us if you are unhappy with our response.



If we cannot resolve your complaint you can refer it to the Parliamentary and Health Service Ombudsman.



You can phone them on 0345
014 4033.

You can email them at

[phso.enquiries@ombudsman.org
.uk](mailto:phso.enquiries@ombudsman.org.uk)

Or you can write to them at

Parliamentary and Health
Service Ombudsman
Millbank Tower
London
SW1P 4QP

Other useful contacts

NHS England

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Northern Care Alliance NHS Group

Pennine Acute Hospitals NHS Trust

PALS – Telephone: 0161 604 8597

PALS – Email: pals@pat.nhs.uk

Salford Royal NHS Foundation Trust

PALS – Telephone: 0161 206 2003

PALS – Email: pals@srft.nhs.uk

Pennine Care NHS Foundation Trust

PALS – Telephone: 0161 716 3178

PALS – Email: pals.penninecare@nhs.net

If you need this information in another language or format, please contact us on 01706 664170.