

USEFUL INFORMATION



Summary of our Statement of Purpose

To meet the needs of patients suffering from venous insufficiency and varicose veins.

A full copy of our Statement of Purpose is available on request.

Medical Records

You have the right to access any information we hold about you and to have it corrected if found to be inaccurate. If you wish to see the information held about you, please send your request via post or email FAO: Yvonne Lindop-Udell (PA to Medical Director) or call our head office.

You may be asked for proof of identity to prevent others accessing your information. We will provide the information to you within 28 days of receipt of your proof of identity. We will explain the meaning of any codes used.

Complaint Procedure: How to make a comment or formal complaint

Your complete satisfaction is our utmost aim. We strive to get things right so please let us know if there is something we need to improve. All complaints will be handled seriously and positively with a view to learning from them and improving services for others and ameliorating any problems for the person making the complaint.

Where we can improve, your feedback will be managed in accordance with the principles of good complaint handling identified by the **Parliamentary Health Services Ombudsman**. We will make it easy for you to communicate with us and we will respond in accordance to your preference, as appropriate to the stage of your complaint.



Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Acting Fairly and Proportionately

We will treat you impartially and without discrimination. We will ensure that decisions are proportionate, appropriate and fair.

Putting Things Right

Where mistakes have happened, we will apologise and acknowledge these and provide prompt, appropriate and proportionate remedies.

Responsibility

Overall responsibility for this policy and its implementation lies with the Medical Director.

Getting it Right

We will quickly acknowledge your complaint. Where you are not satisfied we will escalate your complaint to the next stage of the complaints procedure.

Being Customer Focused

We will support you as an individual through the complaint's process.

Seeking Continuous Improvement

We will learn lessons from your complaint and we will use this learning to swiftly improve our services.

Making a comment or providing feedback

Where things need to be improved, you can make a comment or provide feedback at any time, and to any member of our staff. We would encourage you to do this at the earliest opportunity, as our aim is to try and sort out any issues as quickly and informally as possible.

If you feel that your feedback has not resolved the issue to your satisfaction, you may choose to make a formal complaint. You can do this at any time from the beginning of your relationship with us until 6 months from realising that there is a problem. This time limit can be reviewed on a case-by-case basis, as we consider every issue individually.

Making A Complaint

Verbal complaints may be made by phone to 01782 753 960 or in person to any of Veincentre's staff or contracted clinicians.

Written complaints may be sent FAO Yvonne Lindop-Udell, PA to Medical Director:

Veincentre Ltd, Unit 5 Lyme Vale Court, Parklands, Stoke-on-Trent, Staffordshire, ST4 6NW

or by e-mail: yvonne.lindop-udell@veincentre.com

Please ensure your complaint includes the following:

- your name and contact details,
- a clear description of your complaint and any relevant times and dates
- details of any relevant healthcare providers or staff member
- any relevant correspondence, if applicable.

If you want a relative or friend to act as an advocate for you during the complaint's process, you will need to put this in writing. We'll need to see this written consent before we can respond to the complaint.

Resolving A Complaint

In most cases, we believe a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information will be passed onto the Head Office Manager within 24 hours.

Following receipt of a formal complaint, the Head Office Manager will discuss your concerns with you, ideally face to face in private, if at all possible and acceptable to you. Written acknowledgment will be sent to you within two working days explaining the process for handling complaints and the steps we will take to investigate your complaint. Unless the issues need a longer investigation period due to their complexity, we will send a full written response within 20 working days. Where an investigation in progress exceeds this timeframe we will send a letter every 20 working days explaining the reason for the delay. A full response will be made within 5 working days of a conclusion being reached.

The Head Office Manager may invite you to meet with us to ensure we fully understand the issues. Any complaint about clinical care will be referred to the appropriate clinical staff member, either consultant or nurse.

If you are not satisfied with the response from the Head Office Manager or referred clinical staff member, you can ask for your complaint to be reviewed by the Medical Director.

If your complaint is about the Medical Director, you will be offered a discussion with an independent consultant.

If you would like to escalate your complaint you can take it to an independent external adjudication.

This process is run by the Independent Doctors Federation (IDF), www.iscas.org.uk. They will only become involved once you have been through Veincentre's complaints policy. Alternatively, for patients attending the Glasgow clinic only you can contact Healthcare Improvement Scotland, www.healthcareimprovementscotland.org. If we have been unable to resolve your complaint, we will send you a letter outlining this process.

We are regulated by the Care Quality Commission (CQC). Although they are unable to look into complaints about our service, you can still contact them if you are not happy about the care you've received.

Care Quality Commission:

Tel: 03000 616161

E-mail: enquiries@cqc.org.uk

Web: www.cqc.org.uk