

Homecare Medicines Services: How Can I Make a Complaint or Report an Incident?

You will normally be given this leaflet as part of the welcome information when you are registered to receive a homecare medicines service.

Your Clinical team

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Your homecare provider

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Together, the hospital and your homecare provider will aim to ensure that you receive the best quality service possible. However, we know that occasionally things can go wrong.

If this happens we will try our best to put things right quickly and avoid the same thing happening again.

For further information, to ask for a complaint/incident patient self-reporting form or to report a complaint or incident related to your homecare service contact your homecare provider's patient services team.

Complaint about the treatment or care received in the hospital?

Firstly, if your complaint relates to any element of the treatment or care you have received within the hospital please refer to the hospital's complaints leaflet for details of their complaints procedure and the patient support services available, such as the Patient Advice and Liaison Service (PALS), to help you through the process.

What can I do if I have concerns about the homecare service provided?

Once you are registered with a homecare provider you will receive a welcome pack that will include details of how to contact your homecare provider's customer/patient services team. This team can resolve most issues quickly

and informally over the phone.

If you are not satisfied with the informal response from the customer/patient service team you can request a written response and your concern will then be handled as a formal complaint. Your treatment will continue as normal during this process.

Can I talk to my hospital about my concerns?

If, for any reason, you would prefer to talk about your concerns with NHS staff at your hospital you can speak to the Pharmacy Homecare Lead by contacting the hospital pharmacy department or you can speak to your doctor, nurse or any other clinical staff member by telephoning the relevant hospital department. You can also discuss any concerns during your routine clinic appointments.

How can I make a Formal Complaint?

By telephone: Contact your homecare provider's customer/patient services team. They will take details of your complaint and guide you through the process.

In writing: If you prefer, you can complete a complaint/incident report form [included with this leaflet] and send it to your homecare provider using the contact details provided in the welcome pack. Your homecare provider may contact you when they receive it to ensure all the necessary details have been captured about your complaint and to guide you through the process.

What is an Incident and how can I report it?

We call some complaints 'Incidents' and we treat them

in a formal manner every time, no matter how we find out about them. You can report any of these incidents by contacting your homecare provider's customer/patient services team and they will guide you through the process. Below are examples of 'Incidents' that are routinely monitored:

Damaged medicines or medical device - Where a medicinal product is not of the expected quality and needs to be replaced.

Patient safety incident or adverse event - Where someone has experienced any type of harm resulting from using a medicine, medical device or clinical services from their homecare provider.

Information governance incident - Where personal identifiable information about someone has been shared without authorisation.

Incident involving a vulnerable patient – Instances when a child under 18 years of age or a vulnerable adult may have been put at risk of abuse or neglect.

Confidentiality

When your complaint is looked into your health records may need to be referred to. If you do not want your homecare provider to have access to your health records, please let them know, but this may limit their ability to deal with your complaint. If you have concerns regarding your

personal data, your hospital's Caldicott Guardian (a senior staff member responsible for patient confidentiality) can discuss this with you. Contact details for the Caldicott Guardian are available from your hospital.

What happens next?

Formal complaints will be acknowledged in writing within 3 business days and you will receive a full written response within 30 business days, unless agreed otherwise. This should include an apology, details of the investigation as well as causes and corrective actions. Your hospital will also receive a copy of this written response.

For certain incidents we are required to report information, with no personal

identifiable data, to the appropriate healthcare regulators such as the Care Quality Commission, General Pharmaceutical Council, Nursing and Midwifery Council or the manufacturer of the medicinal product.

Where harm has arisen from the use of a medicinal product, you will be asked if you are willing to share your contact details with the medicine manufacturer for them to be able to contact you to obtain more details if required.

Duty of Candour

In circumstances where an unintended or unexpected incident appears to have caused moderate to severe harm we are obligated by regulation to inform patients or carers that this has

happened, regardless of whether you make a complaint or report an incident. This regulation is called 'Duty of Candour'. You will be notified and given details of such an incident as soon as possible after it is identified and further information will be provided in writing following investigation.

What if I am not satisfied with the formal response?

Appeals Process

We will endeavour to ensure that a full response is provided to your complaint. You have a right to appeal against the response by contacting the homecare provider's customer service team if you feel that:

- Facts provided are incorrect or misrepresented
- The investigation was not thorough enough to identify the cause of error
- Any element of your complaint was not addressed
- Any corrective or preventative actions identified are not appropriate or suitable.

A formal response to your appeal will usually be provided within 30 business days.

The Parliamentary and Health Service Ombudsman

If you are not happy with the final response, you have the right to take your complaint to the Parliamentary and Health Service Ombudsman. The service is confidential and free, but they will only consider your case if it has been thoroughly investigated

by us. Find out more by visiting:
www.ombudsman.org.uk or call [0345 0154033](tel:03450154033).

Other Useful contacts

NHS Choices:

www.nhs.uk/aboutnhschoices

The Patients Association:

helpline@patients-association.com

020 84239111 or
08456084455