

Getting it right

Of course, we hope that most of the time we get things right. If you have a compliment or comment to share with the teams then please contact us. All correspondence from patients, their families or carers is of great value to us.

How to get in touch:

If you would like to contact us relating a compliment, comment or complaint, there are several ways you can do this:

In writing:

Quality and Governance Team,
North Somerset Community Partnership,
Castlewood, PO Box 237, Tickenham Road,
Clevedon, North Somerset, BS21 9AX

Tel: **0800 389 5260**

Email:

nscp.commentsandcompliments@nhs.net

The Patient Advice and Liaison Service (PALs) can be contacted on freephone:

0800 389 5260.

If you require this leaflet in a large print, Braille, audio format or in another language please contact us on **0800 389 5260.**

We are pleased to offer a telephone interpreting service, for further details on how to access this service, please contact:

0800 389 5260.

Further information

If you would feel you would like support or further information please contact:

Support Empower Advocate Promote (SEAP)

PO Box 375, Hastings TN34 9HU

Telephone: **0300 343 5724**

Fax: **01424 204687**

Email: info@seap.org.uk

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Telephone: **03450 154 033**

Email: phso.enquiries@ombudsman.org.uk

NHS Constitution

www.nhs.uk/choiceintheNHS/

[Rightsandpledges/NHSConstitution/Pages/Overview.aspx](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx)

Patient Information Leaflets are available for all services provided by NSCP. Please ask your health care professional if you require these.



Complaint? Concern? Compliment? Question?



North Somerset Community Partnership (NSCP) is your local community health service provider. We provide over 26 services to the North Somerset population and aim to make sure patients are cared about and not just cared for.

We strive to ensure the services provided offer the most effective level of care required to meet the patients assessed needs and wishes in a consistent, high quality, timely and safe way.

Our patients tell us they prefer to be cared for in their own homes where possible, rather than being admitted to hospital unless of course it is necessary.

For a full list of the services we offer please visit: www.nscphealth.co.uk or find us on Facebook and Twitter



Complaints and concerns

Unfortunately sometimes things do not go as expected or planned and you may feel the need to raise a concern or complaint. Our process means the complainant can have a say in how the issue is processed. This will be fully discussed and agreed with you before any investigation begins.

The Quality and Governance Team will guide you through the complaints process and give you details of your local Independent Complaint Advocacy Service if you feel you would like some additional support to resolve your complaint.

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Rest assured that all complaints are:

- Acknowledged within three working days
- Thoroughly investigated by qualified staff
- Managed in a way that keeps you informed throughout the whole process
- Reported back to you in a full written response from our Chief Executive within a mutually agreed time frame

Once investigations are completed we ensure we learn from them to ensure we continuously strive to improve the services we provide.

- All correspondence is dealt with in strict confidence
- Your comments and complaints will be listened to and acted on effectively
- You will not be discriminated against for making a complaint
- We will produce a summary of complaints as requested by the Care Quality Commission (CQC)