

## Providing feedback

If you wish to feedback to the Referral Management Service about the service you have received from us, or about a concern you have regarding an incident you have observed or experienced during the progression of your referral, please let us know.

We accept that there can be no single definition of a significant incident. Our policy is to record any incident or situation that is sufficiently out of the ordinary to warrant a permanent record, and/or that offers potential for learning or reducing risk. These incidents may be critical, adverse or commendable; all require documentation, review and appropriate acknowledgement.

We have feedback systems and associated procedures not only because they form part of the NHS complaints system and therefore enable us to meet national criteria, but also because we believe your feedback is essential to enable us to continually improve our services and tailor them to the needs of the patient.

Please note that feedback, both positive and negative, from organisations or individuals other than patients are handled under our Significant Incident policy. A copy of our **Providing Feedback** document is available on our website [www.snhcic.org.uk](http://www.snhcic.org.uk) , by phoning 01603 964520 or emailing [andrew.cummings@nhs.net](mailto:andrew.cummings@nhs.net)

## When to feedback

Please tell us when we provide exceptional service to you as a patient or colleague; we like to recognise our staff when they perform above and beyond the normal high standards of behaviour you and we expect of them.

Of course, despite our best efforts, occasionally things will also go wrong. Please tell us when they do - we hope that we'll be able to sort out most problems to your satisfaction at the time they arise. However sometimes this will not be possible.

If you wish to let us know of your concerns regarding a specific incident, please do so as soon as possible. This will help us to establish what happened more easily. If this is not possible, your feedback should be submitted within 2 months of the incident of concern, or within 2 months of you becoming aware of the incident of concern.

We will aim to provide you with a satisfactory response within 10 working days, but some more complicated incidents may take longer. It is the responsibility of the Operations Manager to ensure you are kept informed of the progress of your complaint and to

communicate the outcome of the investigation. In the absence of the complaints manager, a more senior officer or Director will be appointed to review your feedback.

## How to feed back

If at all possible, please submit your feedback in writing to Andrew Cummings, Operations Manager, South Norfolk Healthcare, The Chapel, Keswick Hall, Norwich NR4 6TJ or via email to [andrew.cummings@nhs.net](mailto:andrew.cummings@nhs.net) giving a detailed explanation of your commendation or feedback, how this made you feel, the issues this raised and confirming your name, contact details, and, if appropriate, organisation.

If submitting written feedback is difficult for you, you may phone us on 01603 964520 and give your feedback verbally. You will be asked to confirm your name, contact details, organisation and your preferred method of communication. Please be patient as the person answering the call will need to write all this information onto a form.

## What we will do

We will acknowledge receipt of your written feedback within three working days, advising timescales and next steps. If your feedback was given verbally we will send you a copy of the completed form should you ask to receive a copy.

Your feedback will be reviewed in an open and timely manner and if we cannot provide a response within ten working days the Operations Manager, or his representative, will contact you to explain the reason for the delay and to give you a revised timescale for response.

We will provide you with an explanation of our findings and outcomes and make sure you receive an apology if this is appropriate. We will also explain what we have done, or will do, to make sure any similar problem does not arise again.

## Taking it further

If you remain dissatisfied with the outcome of our investigations, you may refer the matter to NHS Norfolk and Waveney Integrated Care Board (ICB) as the commissioner of services in our area.

You can raise a complaint with NHS Norfolk and Waveney ICB by:

- Telephone: 01603 595857
- Email: [nwicb.complaintsservice@nhs.net](mailto:nwicb.complaintsservice@nhs.net)
- Post: NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH

For more information about NHS Norfolk and Waveney's Complaints process, please visit their website at <https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/complaints/>