

Patient information- complaints process



Making a complaint

At Sciensus we are constantly striving to provide the best service for our patients, however we understand that sometimes we don't get it right. Our aim is to correct any issues as soon as possible and reduce the risk of the same issues happening again. If the service you have received has not met your expectation, we would like to know. Please be reassured that your feedback will be dealt with in a confidential manner, and this will not affect the care you receive from us.

If you have a concern that requires immediate action, please contact us straight away by phone.

Telephone: **0333 103 9499**

Monday to Friday: **8am - 6pm**

Saturday: **8am - 1pm**

Raising a concern

If you contact us by telephone, we will aim to resolve your issue during the call. If this is not possible, we will arrange for someone to call you back. If you are not satisfied with how we have handled your concern, you can ask to speak to a Patient Services Team Manager. If for any reason the Manager is unavailable, the Patient Services member will arrange for them to call you back.

Complaints

Our Investigation Officers from our Resolution and Insight Team handle all complaints. You can contact them via letter or email. Please include the name, date of birth and postcode of the patient that the complaint relates to. If you would like a written response, or to see the full investigation report, please let us know.

Email: patientadvocacy@sciensus.com

Address: Sciensus

Resolution & Insight Team

107 Station Street

Burton on Trent

Staffordshire

DE14 1SZ

What happens next?

Within 2 working days of your complaint being raised, you will receive a telephone call from one of our dedicated Investigation Officers, who will ensure that we have captured all of your concerns accurately. If we are unable to successfully contact you via phone, we will send you a written acknowledgement to let you know your complaint is being investigated.

If your complaint cannot be resolved to your satisfaction during the initial call, then we will ensure that we carry out a full investigation as follows:

- Our specially trained team of Investigating Officers will review your complaint

- They will complete a thorough investigation of any problems that you have experienced
- They will issue you with a full response via letter within 20 working days

If for any reason we cannot issue a response within 20 working days, we will contact you to let you know and confirm when you can expect to receive a response.

What if I am not satisfied with the response?

If you are not satisfied with the response, please contact us using the details provided in your written response and we will ensure your concerns, and the initial response, are reviewed. We will make sure that your concerns have been addressed by either providing you with an updated response or by letting you know how we addressed your concerns within our original response.

If you are not happy with the updated response, you can send your appeal to the Resolution & Insight Manager at the address detailed above. The Resolution & Insight Manager will then contact you to discuss your concerns and find a mutually satisfactory solution.

If you still feel that the response received from Sciensus is unsatisfactory and you wish to escalate your concerns to an external regulatory body, you can do so using the following regional contact details:

England & Wales

Regulator: Health Service Ombudsman

Website: www.ombudsman.org.uk

Telephone: **0345 015 4033**

Scotland

Regulator: Care Inspectorate

Website: www.careinspectorate.com

Head Quarters Address:

Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Local Office Address: Princes Gate, Castle Street, Hamilton, ML3 6BU

Telephone: **0345 600 9527** or

Regulator: Scottish Public Services Ombudsman (SPSO)

Website: www.spsso.org.uk

Address: Freepost SPSO (this is all you need to write on the envelope, no stamp required)

Telephone: **0800 377 7330**

Northern Ireland

Regulator: Regulation and Quality Improvement Authority

Website: www.rqia.org.uk

Telephone: **028 9536 1111** or

Regulator: Northern Ireland Ombudsman

Website: www.nipso.org.uk

Telephone: **0800 34 24 34**

Regulatory obligation

For some instances where things go wrong, we are required to report the event to a healthcare regulator such as the Care Quality Commission (CQC), the General Pharmaceutical Council (GPhC), or the manufacturer of a medicine. Where harm has occurred, you may be asked if you are willing to share your contact details with the manufacturer for further investigation and reporting. However, there is no obligation to share your contact details.

Learning from complaints

Please be assured that all complaints reported to Sciensus are fully documented and investigated. The learnings are used to improve our products and services. Any concerns raised are collated so that we can identify recurring patterns for trending purposes. If themes are identified, these are reported to senior managers who will assess the themes and implement proactive measures to address them effectively. Any subsequent changes to processes are recorded and monitored for effectiveness at regular intervals.

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