

Patient Relations Team

A guide to our service

How to make an enquiry, leave a comment, raise a concern or make a formal complaint.

NHS Vale of York CCG

West Offices

Station Rise

York

YO1 6GA

Telephone: 01904 555629 or 01904 555999

Email: voycg.patientrelations@nhs.net

Opening Hours: 9.00am – 5.00pm Monday to Friday (except Bank Holidays)

What is a CCG?

Clinical Commissioning Groups (CCG's) are NHS organisations that bring together local GPs and experienced health professionals to commission local health services. Commissioning is the design and payment of services.

What CCG's do?

The CCG aims to get the best possible health outcomes for the local population. It does this by assessing local needs, setting priorities and agreeing strategies, and uses this work to commission services on behalf of the population from providers such as hospitals, clinics, community health bodies, etc. It is an on-going process, and the CCG responds to the needs of patients, shaping services with the help of their views.

The types of services that CCGs buy include:

- the care and treatment provided in hospital and the community, including district nurses, physiotherapy and other therapies
- prescribed medicines
- mental health services
- support and services for people living with learning disabilities.
- urgent and emergency care
- rehabilitation care

CCGs are responsible for ensuring these services deliver high quality, safe care and treatment for those who need them.

Patient Relations Team at the CCG

We welcome all feedback about any aspect of the CCG's business, for example;

- Policies
- Commissioning decisions
- Service changes
- Continuing Healthcare (CHC) service

We can help to sort out problems if you need a quick solution or if you would like us to provide you with an explanation and advice – or you can get in touch if you just want to talk to us about your experience, whether it was good or bad.

What if I want to complain?

You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend or your local MP can complain on your behalf with your permission.

What to expect when you complain;

- To have your complaint acknowledged within 3 working days
- Have your complaint formally investigated
- Be kept informed of progress and provided with a full response.
- Expect appropriate action to be taken following your complaint.

Write to: NHS Vale of York CCG, West Offices, Station Rise, York

YO1 6GA

Telephone: 01904 555629 or 01904 555999

Email: voyccg.patientrelations@nhs.net

Independent advocacy

Independent advocacy organisations support people who have experienced problems with a NHS service. The service is free, confidential and independent of the NHS.

For Vale of York residents living in North Yorkshire, contact Cloverleaf Advocacy

Write to: Independent Health Complaints Advocacy Service, Cloverleaf Advocacy, 1 Devonshire Court, Green Lane Trading Estate, Clifton, York, YO30 5PQ.

Phone: 0300 012 4212

Email: NHScomplaints@cloverleaf-advocacy.co.uk

Website: www.cloverleaf-advocacy.org.uk

For residents of the City of York, contact York Advocacy for a range of specialist advocacy services:

Write to: York Advocacy, Tang Hall Community Centre, Fifth Avenue, York, YO31 0UG.

Phone: 01904 414357

Email: office@yorkadvocacy.org.uk

Website: www.yorkadvocacy.org.uk

For residents of the East Riding, registered with a Vale of York GP, contact East Riding of Yorkshire Independent Complaints Advocacy:

Phone: 0808 802 3000

Website: www.carersfederation.co.uk

Raising concerns or complaints with providers of local health and care services

If you have a concern or complaint about the services we commission, the most effective way is to contact the Patient Advice and Liaison Service (PALS), or equivalent, at the respective organisation. Contact details for most PALS teams are available on their websites or the CCG can help you to contact the right service.

Below are the contact details for our main providers:

<p><u>Tees Esk and Wear Valley Patient Advice & Liaison Service</u></p> <p>Address: Tees, Esk and Wear Valleys NHS Foundation Trust, West Park Hospital, Edward Pease Way, Darlington DL2 2TS Email: tewv.pals@nhs.net Freephone: 0800 052 0219 Telephone: 01642 283546 Mobile: 07775 518 086</p>	<p><u>Yorkshire Ambulance Service Patient Relations Team</u></p> <p>Address: Patient Relations Team Yorkshire Ambulance NHS Trust Springhill 2 Brindley Way Wakefield 41 Business Park Wakefield WF2 0XQ Telephone: 0333 1300549 Email: patient.relations@yas.nhs.uk</p>
<p><u>Clifton Park Hospital</u></p> <p>Address: Bluebeck Drive Shipton Road York North Yorkshire YO30 5RA Telephone: 01904 464550</p>	<p><u>York Teaching Hospital NHS Foundation Trust Patient Advice Liaison Service</u></p> <p>Address: Patient Advice Liaison Service Wigginton Road, York YO31 8HE Telephone: 01904 726262 Email: pals@york.nhs.uk</p>

GP practices

Feedback about GPs and practices is managed by individual GP practice managers. Contact details can be found on the practice's own website. If contacting the practice manager has not helped, or for some other reason you do not want to raise the issue directly with the practice, you can provide your feedback to NHS England.

Write to: NHS England. PO Box 16738. Redditch. B97 9PT.

Phone: 0300 311 22 33.

Email: england.contactus@nhs.net

The Parliamentary and Health Service Ombudsman

If you have used the process described in this leaflet to try and address your complaint but you remain dissatisfied, you can contact the Parliamentary and Health Service Ombudsman by going to www.ombudsman.org.uk or calling 0345 015 4033.

Please contact the Patient Relations Team if you require this leaflet in a different language or format.

(Version 2: April 2019)