

Consent

The Patient Relations service is provided in-house by NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (the CCG). When accessing this service, please note you are consenting to the following:

- Your correspondence and all other data related to your concern will be passed to the CCG Patient Relations team.
- Feedback will be managed by the CCG.
- Information may be used for other purposes such as monitoring processes & improving service quality. Wherever possible, only anonymous information will be used.
- In some circumstances the CCG may disclose personal information to relevant parties where there is a legal duty or power to do so, for example, if information leads us to believe that a child or vulnerable adult is at risk of harm or if a court order requires us to do so.
- Where appropriate the CCG may require access to medical records or other personal information. In order to deal with the matter we would require formal written consent, as we do not hold patient records.
- Wherever possible only anonymous information will be used to improve service, quality and monitoring. To be able to progress with some enquiries, formal written consent may be sought and this will be requested from the person the information is relating to.
- Further information about how we may use your information is available on our website here: [Privacy statement](#)

Who can help me in making a complaint?

The Independent Health Complaints Advocacy Service team provides a free service to complainants which can guide and support you through the complaints process. They can help you put your complaint in writing and attend meetings with you. However, the IHCA team does not investigate complaints.

The service is provided by:

**Independent Health Complaints Advocacy Service,
Cloverleaf Advocacy,
1 Devonshire Court,
Green Lane Trading Estate,
Clifton, York, YO30 5PQ
Tel: 0300 012 4212**

Contact Us

If you would like this leaflet in a different format, please contact us using the details below.

Write to us:

**NHS Hambleton, Richmondshire and Whitby
Clinical Commissioning Group,
Civic Centre, Stone Cross, Northallerton,
North Yorkshire DL6 2UU Tel: 01609 767607**

Email: HRWCCG.PatientRelations@nhs.net

For further information please visit our website:

<http://www.hambletonrichmondshireandwhitbyccg.nhs.uk>

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[@HRW_CCG](https://twitter.com/HRW_CCG)



**Hambleton, Richmondshire
and Whitby
Clinical Commissioning Group**



Patient Relations

NHS Hambleton, Richmondshire & Whitby Clinical Commissioning Group welcomes feedback. We're here to help. When you need advice about the local NHS, or have concerns about local health services, or don't know where to turn, Contact Us.

The Clinical Commissioning Group (CCG) - Who we are and what we do

We are responsible for the planning and purchasing of the vast majority of health services across the Hambleton, Richmondshire & Whitby locality - this includes hospital care, mental health and community services. We are a group of 22 GP practices serving a population of around 144,000 people.

Patient Relations

Our Patient Relations department is here to serve as a liaison between our patients, families and health care providers.

You can contact the CCG Patient Relations team for different reasons; an **enquiry** about an existing commissioned service, a **concern** about the delivery of a commissioned service i: e. a quality or safety concern or a **complaint** about a specific delivery of a commissioned service.

Depending on your enquiry, you may then be signposted to the most appropriate organisation for your enquiry to be dealt with; as this may not necessarily be the CCG.

We aim to deal with all enquiries as quickly as possible and at least by the 25th working day, however it may require liaisons with other organisations and this may delay in getting a response.

We recommend you raise any concern immediately by speaking with the staff involved in your care. However, if you prefer, you can contact Patient Relations who may be able to help you resolve your concerns informally without having to make a formal complaint.

Patient Relations is not able to help with social care concerns, though we can advise you on whom to contact.

Who can complain?

Anyone can complain about NHS services or treatment they have received, or if they have been affected by the actions or decisions of an NHS organisation, or primary care practitioners i.e.: GP. If you are unable to complain yourself, someone can act on your behalf with your written consent.

When should I make a complaint?

A complaint should be made within 12 months from the date it occurred or when it came to your attention. In some cases if there is a good reason why you could not complain sooner and it is still possible to investigate your complaint, it may be possible to waive the time limit.

What happens if my complaint involves a number of different organisations?

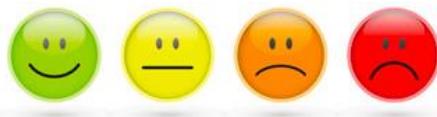
If your complaint involves more than one NHS organisation or the NHS and social care, you only need to make one complaint / contact to us at **HRWCCG Patient Relations** and you will receive a single, coordinated response.

If your complaint is about CCG commissioning or a funding decision you should send this to:

Email: HRWCCG.PatientRelations@nhs.net

Tel: 01609 767607

Address: Patient Relations, Civic Centre, Stone Cross, Northallerton, North Yorkshire DL6 2UU



What happens if I make a complaint?

The first stage of the NHS complaints procedure is called 'local resolution'. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible. Your complaint should be made to the NHS organisation that provided the service – see table below. You can make your complaint in writing, by email, or verbally.

Service	Provider	Contact Details
GP Dentist Pharmacy Optician	The service provider or NHS England is responsible for commissioning these services	Tel: 0300 311 22 33 Email: england.contactus@nhs.net NHS England, PO Box 16738, Redditch, B97 9PT
Ambulance Services Transport Services NHS 111	Yorkshire Ambulance Service is responsible for providing this service	Email: patient.relations@yas.nhs.uk Tel: 0345 122 0535 Patient Relations Team Yorkshire Ambulance NHS Trust, Springhill 2, Brindley Way, Wakefield 41 Business Park, Wakefield, WF2 0XQ Website – Feedback Form: https://feedback.yas.nhs.uk/NHS111
South Tees Hospital Foundation Trust (STHFT)	South Tees are the provider of acute & community services in our area	Tel: 01642 854500 Email: patientrelations.stees@nhs.net Patient Relations Dept. James Cook University Hospital, Marton Road, Middlesbrough, TS4 3BW
North Yorkshire County Council	NYCC are responsible for social care issues (care homes & domiciliary care)	Tel: 0800 515875 or 01609 532638 Email: social.complaints@northyorks.gov.uk Make a complaint online: https://www.northyorks.gov.uk/adult-social-care-complaints