

# Ortho Health+

## Complaints guide

*A guide for patients, service users,  
carers and families*



Your experience matters to us

## Making a complaint

We aim to provide high standards of care and treatment at all times and to learn from your experiences. If you have not been satisfied with any of our services then we would like to know why. We view your feedback as a chance to improve our service delivery.

Our complaints procedure is designed to ensure that we resolve any complaints as quickly as possible. It is based on three stages described below.

## Who can make a complaint?

Please note that we keep strictly to the rules of medical confidentiality.

- Complaints can be made by anyone who is affected or likely to be affected by our services.
- If you are complaining on behalf of someone else, we may, for patient confidentiality reasons, seek their consent to reply to you.

## Time limits for making a complaint

We encourage you to make your complaint as soon as possible or within 12 months of the incident, if possible. This time limit can be extended in exceptional circumstances.

## Keeping your complaint confidential

To fully investigate your complaint, information from your health records may have to be shared with clinical and management staff, however patient confidentiality will be respected at all times. If you decide to make a complaint this will not be recorded in your medical notes, unless there is a good reason to do so.

Details of your complaint may be given (anonymously) to the local commissioner of health services.

If the patient does not want any information from their health records to be disclosed, this might affect the extent to which we can investigate and respond to your complaint.

# How to make a complaint

## Stage one - local resolution

If you have a complaint about any of the health services provided by us, the first step is to talk to local staff.

**You can make your complaint:**

- In person / by telephone – Ask to speak to the Medical Director
- In writing (including e-mail) – Please give as much information as you can, then send to the Medical Director as soon as possible.

**The written complaint should include:**

- Your full name and address
- Phone number and times you would prefer us to contact you
- A summary of your complaint
- The date the incident happened
- Details of what you would like us to do to put things right

## What we will do after receiving your complaint

- We will contact you within three working days of receipt
- A complaint plan will be agreed with you. This will include how the complaint

will be taken forward and investigated as well as timescale for the completion of the investigation.

- At the end of the process you will receive a final response letter confirming how the complaint was investigated, the evidence considered, the conclusions reached and any actions taken
- You will also be informed of the next step if you remain dissatisfied

## Stage two – an internal review:

If you are dissatisfied with the response you received from the Medical Director, you can request an internal review. This will be carried out by the company CEO.

## Stage three – the Parliamentary and Health Service Ombudsman

If, following the internal review – (stage two), you are still unhappy with the outcome, you have the right to request external review from the Parliamentary and Health Service Ombudsman (PHSO).

## Who to contact

### Stage one

Mr Janos Patko

Medical Director

✉ [jtpatko@doctors.org.uk](mailto:jtpatko@doctors.org.uk)

☎ 0777 557 2091

### Stage two

Dr Mark Fountain

CEO

Cantoma House

127 Nottingham Road

Nottingham

NG15 9HJ

✉ [mark@hbsuk.co.uk](mailto:mark@hbsuk.co.uk)

☎ 07916 641801

### Stage three

The Parliamentary and Health  
Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

☎ 0345 015 4033

✉ [phso.enquiries@  
ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## If you need help

**The Independent Complaint  
Advocacy Service (ICAS)** can  
give you advice.

You may wish to have support in  
dealing with your complaint and  
seek the services of the  
Independent Complaints  
Advocacy Service (ICAS).

Staff at ICAS can also support you in  
making a complaint by writing  
letters on your behalf and going  
with you to meetings.

Details of your local ICAS office can  
be found at:

[www.seap.org.uk/services/nhs-  
complaints-advocacy/](http://www.seap.org.uk/services/nhs-complaints-advocacy/)