

How to provide a compliment, offer a  
suggestion or to make a complaint  
about the service you have received  
from NIMBUSCARE

## **Our Aim**

Nimbuscare aims to provide the best possible service to you at all times. If, however, you have a complaint or concern about the service you have received, please let us know so that we have the opportunity to explain or resolve any cause of dissatisfaction. Your comment or complaint will help us to improve our services. We operate a complaint procedure as part of an NHS complaints system, which meets national criteria.

This document acts as a guide to patients on how to make a complaint, how we will deal with your complaint and what to do if you are not happy with our response. It also provides useful information on other organisations that can help you with your complaint.

## **How to Make a Suggestion or Pass a Compliment**

If you wish to pass on a compliment or make any suggestion on how we could improve the service we provide please contact the General Manager, via the contact details below. Alternatively, you can pass on any comments directly to your own GP practice who will forward these on. Please give as much detail as possible, including their personal details and if possible, the individuals you are complimenting so we can pass on your comments where appropriate.

Please address any comments to

Maddy Ruff  
Nimbuscare Limited,  
Regus Tower Court,  
Oakdale Road,  
Clifton Moor,  
York,  
YO30 4XL

Email – [maddy.ruff1@nhs.net](mailto:maddy.ruff1@nhs.net) or [nimbuscare.help.desk@nhs.net](mailto:nimbuscare.help.desk@nhs.net)

## **How to Complain**

We hope that we can resolve most problems quickly and easily, often at the time they arise and with the person concerned. However, if you wish to make a complaint, please do so AS SOON AS POSSIBLE – ideally within a matter of days. This will enable us to establish what happened more easily. Please contact us using the contact details above (or via your usual GP practice who can forward the complaint on to Nimbuscare). If you are not able to contact us shortly after the incident, then your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the General Manager (you can use the attached form). The General Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

## **Complaining on Behalf of Someone Else**

We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

## What We Will Do

### 1. Local Resolution

#### Contact the Practice/Nimbuscare

Your complaint should be made in the first instance to Nimbuscare, through the phone number or at the address below, or via your own Practice. Again, we hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. You can contact the CEO or the Clinical Director, to discuss the problem so that we can find out the full details of your concerns and respond to these as soon as possible.

Our contact details are:

Maddy Ruff  
Nimbuscare Limited,  
Regus Tower Court,  
Oakdale Road,  
Clifton Moor,  
York,  
YO30 4XL

Email - [maddy.ruff1@nhs.net](mailto:maddy.ruff1@nhs.net) or [nimbuscare.help.desk@nhs.net](mailto:nimbuscare.help.desk@nhs.net)

Phone – 01904 557140 – Monday to Friday, 9am – 5pm

We shall acknowledge your complaint as quickly as possible, but within at least five working days and aim to have fully investigated your complaint within twenty working days of the date of our acknowledgement of your concern. We shall then be in a position to offer you an explanation, or a meeting with the people involved, if you so wish. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Where appropriate, apologise
- Where possible, sort out the problem to your satisfaction
- Identify what we can do to make sure that the problem doesn't happen again and tell you about any decisions made

It may be that other bodies (e.g. secondary care/community services) will need to be contacted to provide evidence. If that is the case, then a patient

consent form will need to be obtained at the start of the process and a pro-forma consent form included with the initial acknowledgement for return.

If it is not possible to conclude any investigations within the advised timescale, then we will update the complainant with progress and revised time scales on a regular basis. In most cases these should be completed within six months unless all parties agree to an extension.

## **GETTING FURTHER HELP WITH YOUR COMPLAINT**

If you are unhappy about, or feel unable, to contact Nimbuscare direct

We hope that if you do have a concern that we can resolve this together through our complaints procedure as we believe that this will give us the best chance of resolving your concerns together and also gives us the opportunity to improve our service. However, if you prefer not to speak with Nimbuscare in the first instance you may contact other organisations, which may be able to help you to resolve your concerns without the need to make a formal complaint.

- **NHS England**

If you as the patient, a carer or relative wishes to complain about the service and prefer not to make the complaint direct to us, please contact the NHS England National Commissioning Board. Contacts to this Board are to be made through the Central Contact Centre, using the details below:

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Post:** NHS England  
PO Box 16738  
REDDITCH B97 9PT

All your details will be treated with the strictest confidence.

You may also obtain support and advice from:

- **North Yorkshire NHS Complaints Advocacy Service**

This organisation is based at

Tower Court,  
Oakdale Road  
Clifton Moor  
York  
YO30 4XL

Telephone: 0300 012 4212

Fax: 01924 438444

Email: [helpwithcomplaintsnorthyorks@cloverleaf-advocacy.co.uk](mailto:helpwithcomplaintsnorthyorks@cloverleaf-advocacy.co.uk)

February 2021

Version 2.0

They are open Monday to Friday 9am until 5pm.

### If you are not happy with our response

If, after our best efforts, you still think that we have not fully answered your complaint or you are not happy with our decision, you should contact the Health Service Ombudsman using the details provided below.

## **2. Health Service Ombudsman**

The Health Service Ombudsman handles cases that cannot be resolved with either Local Resolution or with the National Commissioning Board and is completely independent of the NHS and Government. The Ombudsman can be contacted at:

Millbank Tower  
Milbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
Email: [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

To ensure that Nimbuscare monitors, handles and reviews complaints in a logical and timely manner, and to keep an audit trail of steps taken and decisions reached, Nimbuscare records all complaints received on a dedicated complaints register and tracker.

### **Annual Review of Complaints**

- In line with National Guidance, the Nimbuscare will supply information to the relevant health authority including:
  - The number of complaints received;
  - The subject of the complaints;
  - Whether complaints have been upheld and details of any actions taken;

### **Reporting a Summary of Complaints to the Care Quality Commission**

Nimbuscare will adhere to the Care Quality Commission's requirement of keeping a summary of complaints, responses and other related correspondence or information. This will ensure that, if requested, Nimbuscare can provide such a summary at a time and in a format set out by the CQC and will be able to send the summary within the timeframe specified.

### **Summary**

February 2021  
Version 2.0

We welcome and thank all patients who take the time and trouble to tell us about any complaints or concerns that they have about the service provided by Nimbuscare and assure you of our continued commitment to providing the best care possible for all patients.

## **COMPLAINT FORM**

February 2021  
Version 2.0





## **PATIENT THIRD-PARTY CONSENT**

Patient's

Name: \_\_\_\_\_

Tel No:

\_\_\_\_\_

Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Enquirer/Complainant Name:

\_\_\_\_\_

Tel No:

\_\_\_\_\_

Address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT, OR YOUR COMPLAINT/ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT, THEN THE CONSENT OF THE PATIENT IS REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.**

I fully consent to my Doctor releasing information to, and discussing my care and medical records with, the person named above in relation to this complaint. I wish this person to complain on my behalf.

This authority is for an indefinite period/for a limited period only (please delete as appropriate)

Where a limited period applies, this authority is valid until \_\_\_\_\_(insert date).

Signed: \_\_\_\_\_ (patient only)

Date: \_\_\_\_\_