

Patient Feedback



What is the CCG and what do we do?

East and North Hertfordshire CCG (ENHCCG) commissions (buys) health services from a number of providers in the local area. Your experience (concerns, compliments and complaints) provides the NHS with valuable information that helps to improve services. If you have a concern regarding any aspect of the service you have received, please contact the organisation responsible for your care so they can work with you to put things right. Also if you would like to compliment a service you have received, please contact the organisation responsible.

Who should I contact?

For information about how to make a complaint about a hospital, GP practice or other healthcare organisation, please [click here](#).

If you have a complaint relating to funding decisions, Continuing Healthcare and/or the way an NHS service has been commissioned then please contact the CCG's Quality Team who manages all CCG complaints, concerns and compliments. Their contact details are:

Telephone: 01707 369697

E-mail: enhccg.quality@nhs.net

Address: Quality Team, ENHCCG, Charter House, Parkway, Welwyn Garden City, Hertfordshire AL8 6JL

E-forms:

- [Compliment a service or tell us about a good experience you've had with local NHS care](#)
- [Make a complaint about a service for which the CCG is responsible](#)
- [Enquire about a service for which you think the CCG is responsible](#)

If you would like further information about Continuing Healthcare then please [click here](#).

Can I get help and support with making my complaint?

NHS Complaints Advocacy can help patients, their families or carers with advice and support in making a complaint. They offer a free, confidential and independent service. Their contact details are:

Telephone: 0300 456 2370

E-mail: pohwer@pohwer.nhs.net

Address: NHS Complaints Advocacy, POHWER, PO Box 14043, Birmingham B6 9BL

Website: www.pohwer.net

What will happen once I have made a complaint?

If ENHCCG investigates your complaint, we pledge that we will:

- Acknowledge your complaint within 3 working days
- Provide you with a single point of contact within the Quality Team
- Contact you at the beginning of the process to discuss your concerns
- Keep you updated throughout the investigation
- Aim to respond to you within the agreed timescales
- Inform you of the outcome of the complaint investigation, including actions and learning
- Ensure your complaint is handled in a confidential and sensitive manner

If you would like further information regarding the [CCG's complaints policy](#) then please contact the CCG's Quality Team.

How do I escalate my concerns if I am unhappy with the outcome of my complaint investigation?

If you are unhappy with the complaint response then we would advise that you contact the investigating organisation in the first instance. It may be possible for further investigation to take place or for a Local Resolution Meeting to be held to try and resolve your outstanding concerns.

If you remain unhappy with the outcome of your complaint you do have the option of contacting the Parliamentary and Health Service Ombudsman to request they review your case. Their contact details are as follows:

Address: Parliamentary and Health Service Ombudsman, Millbank Tower, 30 Millbank, London. SW1P 4QP
Telephone: 0345 015 4033
Website: www.ombudsman.org.uk/make-a-complaint

Healthwatch Hertfordshire

Healthwatch Hertfordshire is the local independent patient champion for health and social care in Hertfordshire. The contact details for Healthwatch Hertfordshire are:
Address: Healthwatch Hertfordshire, Douglas Tilbe House, Welwyn Garden City, Hertfordshire AL7 4PH
Telephone: 01707 275978
E-mail: info@healthwatchhertfordshire.gov.uk
Website: www.healthwatchhertfordshire.co.uk/contact/

What do we do with information from patient feedback?

Patient feedback is the most important method through which we can understand the quality of care that is being provided by the NHS. We will use your feedback to help inform future commissioning decisions and to continually improve the quality of care within our area.