

Tell us what you think about your care



Easy read booklet

Who we are and what this booklet is about



We are **Circle Health Group**.
We give care to people in **hospitals** and **treatment centres** in the UK.



A **treatment centre** is a place where you get care when you are ill.



We want to know what you think about the care we give you.



This booklet tells you how to tell us what you think about your care.

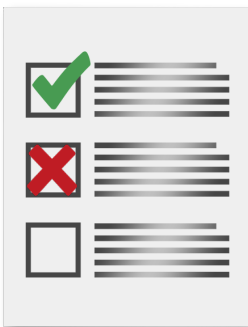
Why we want to know what you think



We want to listen to everyone we give care to.



We want to know if you are happy or unhappy with the care we give you.



We want to know what we do well and what we need to do better.



When people tell us what they think, we can give them better care.

Talk to our staff



Our staff are the people who work at the hospital or treatment centre you get care from.



You can talk to our staff and tell them if you are happy or unhappy with your care.



If you say you are unhappy with your care, this is called a **complaint**.



You can talk to the person who gives you care or the person who you are happy or unhappy with.

Talk to the Executive Director



You can talk to the **Executive Director** at the hospital or treatment centre you get care from.



The **Executive Director** is in charge of how a hospital or treatment centre is run.



You can talk to the Executive Director if you are happy or unhappy with your care.



You might need to talk to the Executive Director if our staff cannot fix the problem for you.

How to talk to the Executive Director



You can talk to the Executive Director in person or on the phone.



Tell one of our staff that you want to talk to the Executive Director.



You can write a letter to the Executive Director. You can ask our staff for an address to send the letter to.



You can send the Executive Director an email to this address
youopinioncounts@circlehealthgroup.co.uk

How to make a complaint



It is okay to make a complaint.
No one will treat you badly if you make a complaint.



You will need to explain

- what happened.
- when it happened.
- where it happened.



You need to tell our staff or the Executive Director who you want to make a complaint about.



You can tell them how you want them to fix the problem.

Important information



When you make a complaint, you will need to give some information about you, like your name and your address.



If you get **private care** you need to make a complaint in less than 6 months after being unhappy with something.



Private care means you pay for care or for **health insurance** (also called private medical insurance). **Health insurance** covers some or all of the costs of private medical treatment.



If you get care from the **NHS** you need to make a complaint in less than 1 year after being unhappy with something.



If you get care from the **NHS** this means you do not pay for care.

What happens after you make a complaint



After you make your complaint, someone will contact you in **3 working days** or less.



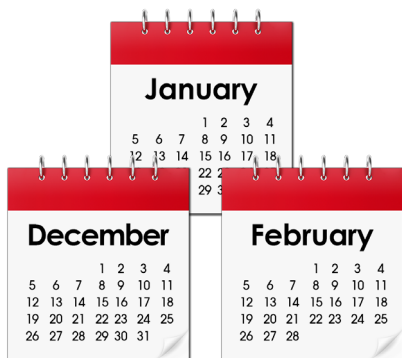
A **working day** is any day that is not a weekend or a bank holiday.



The Executive Director will start an **investigation** about your complaint if they need to.



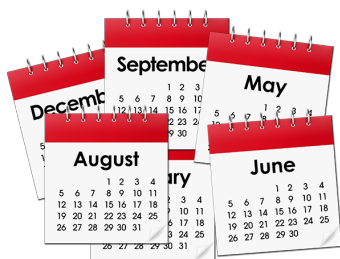
An **investigation** means they will look closely at your complaint to find out the facts about what happened.



An investigation takes 1 to 3 months.



You will get more information about your complaint every 20 working days.



Sometimes the Executive Director needs more than 3 months to investigate your complaint.



The Executive Director will talk to you if they need more than 3 months.



They will send you a **response letter** after they investigate your complaint. A **response letter** explains their decision and what will happen next.

What happens after the investigation



If you are happy with what happens after the investigation, this means the problem has been fixed.



If you are unhappy, you can contact the Executive Director again.



You can ask them if there is anything else they can do to help you.



If you are still unhappy there are more people you can talk to.

NHS care

The Ombudsman



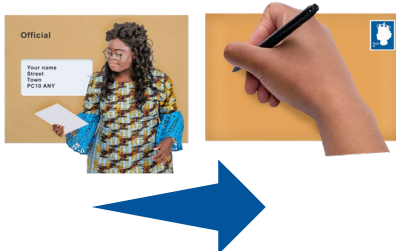
If you get care from the NHS, you can write a letter to an **Ombudsman**.



An **Ombudsman** is a group of people who look at a complaint when it has not already been fixed.



There are Ombudsmen who look at different types of complaints, like ones about money or healthcare.



You can write a letter to an Ombudsman after you get a response letter from the Executive Director.

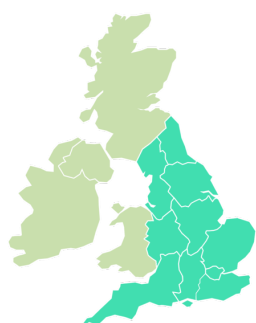


You have 1 year to write to an Ombudsman from the date you made a complaint to the Executive Director.

Where to send your letter



After you write your letter to the Ombudsman, put it in an envelope and write an address on the envelope.



If you live in **England**
write this address on your envelope
Parliamentary and Health Ombudsman
Millbank Tower, Millbank
London
SW1P 4QP



If you live in **Wales**
write this address on your envelope
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ



If you live in **Scotland**
write this address on your envelope
Scottish Public Services Ombudsman
Bridgeside House, 99 McDonald Rd
Edinburgh
EH7 4NS

Private care

The Director of Governance and Improvement



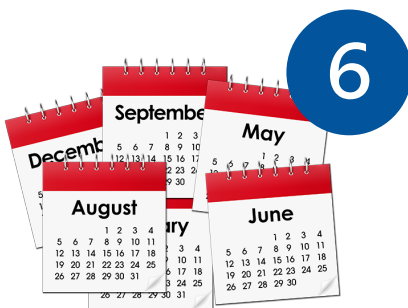
If you get private care, you can write a letter to someone called the **Director of Governance and Improvement**.



The **Director of Governance and Improvement** makes sure Executive Directors follow rules about how to run a hospital or treatment centre.



You can write a letter to the Director of Governance and Improvement after you get a response letter from the Executive Director.



You have 6 months to write a letter from the date you get your response letter.



After you write your letter,
put it in an envelope and write this
address on the envelope



**Director of Clinical Governance and
Improvement
Circle Health Group National Enquiry
Centre
Unit 1, Cameron Court, Cameron Street
Hillington Park
Glasgow
G52 4JH**



Your letter will be given to someone
in the complaints team who will look
at how your complaint was dealt
with by the Executive Director.



The person from the complaints
team will not work at the hospital or
treatment centre you get care from.



The complaints team will tell you their decision in 1 to 3 months.



You will get more information about your complaint every 20 working days.



If you are unhappy with the decision made by the complaints team, you can write a letter to **ISCAS**.



ISCAS stands for **Independent Sector Complaints Adjudication Service**.

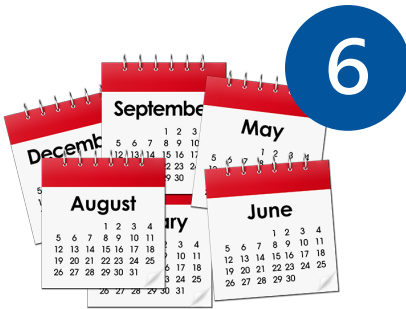


ISCAS looks at complaints made about healthcare by people who get private care.

Private care ISCAS



You can write a letter to ISCAS after you get a decision from the complaints team.



You have 6 months to write a letter from the date you get a decision from the complaints team.



After you write your letter, put it in an envelope and write this address on the envelope



**Independent Sector Complaints
Adjudication Service
CEDR, 3rd Floor
100 St. Paul's Churchyard
London
EC4M 8BU**

Organisations you can contact



If you are worried that the care you get is not good enough, there are organisations you can contact.



All these organisations make sure places like hospitals and treatment centres give people good care.



If you live in England, you can write a letter to the **Care Quality Commission**.



Send your letter to this address
The Care Quality Commission
National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA

If you live in Wales, you can write a letter to the **Healthcare Inspectorate**.



Send your letter to this address
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

If you live in Scotland, you can write a letter to the **Independent Healthcare Service Team** at **Healthcare Improvement Scotland**.



Send your letter to this address
Programme Manager
Independent Healthcare Service Team
Healthcare Improvement Scotland
Gyle Square, 1 Gyle Crescent
Edinburgh
EH12 9EB

Help to make a complaint



You can ask someone you trust to help you make a complaint.



You can ask us to find you a translator, interpreter or signer to help you make a complaint.



If you get care from the NHS, you can get help from an **advocacy service**.



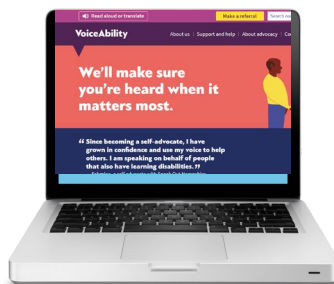
An **advocacy services** helps you find an **advocate**. An **advocate** helps someone to say what they think and get what they need.



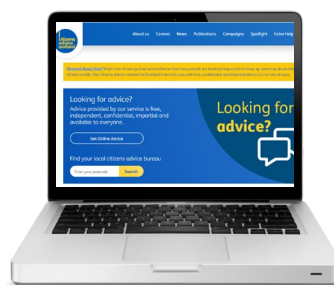
Your local **council** can help you find an advocacy service near you.



A **council** runs services like schools, buses and housing where you live.



VoiceAbility are an organisation that can help you find an advocate. Go to their website at www.voiceability.org



If you get care from the NHS in Scotland, the **Patients Advice and Support Service** can help. Go to their website at www.cas.org.uk



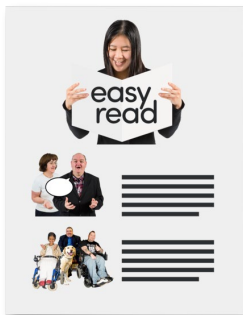
If you get care from the NHS in England, **Healthwatch** can help. Go to their website at www.healthwatch.co.uk



Please let us know if we can help you make a complaint.



You can ask the hospital or treatment centre you get care from how to contact us.



We can give you information in a different language or format, like Easy Read. This booklet is in Easy Read.

Thank you to A2i for the words
www.a2i.co.uk (reference 38481)

The full version of this document is called
How did we do today? How to tell us if you were happy with your healthcare, or were not happy