

# Compliments, concerns and complaints

Sharing your experiences



# About the Trust

**We provide mental health services in Barnet, Enfield and Haringey and also provide community health services in Enfield. We are committed to providing high quality care for all our service users.**

We support people to overcome the hurdles they face with their health and wellbeing, and help them get back into the community, to get a job if they want one and to live as independently as they can. We give people the skills they need to look after themselves with our support in the community. When they need more specialist care, we provide that on our wards.

We provide a wide range of specialist mental health services, for example helping people with personality disorders, drug and alcohol recovery, children's mental health issues, patients with dementia, eating disorders, learning disabilities, and suicide prevention.

We run the North London Forensic Service which treats and cares for people in the criminal justice system who have mental health conditions. We provide mental health services in a number of prisons and young offenders' institutions.

In Enfield, we run a wide range of community health services for physical health difficulties. These services include district nursing, diabetic clinics, health visiting, speech and language therapy, physiotherapy, our award-winning Care Home Assessment Team, community paediatric nursing and palliative care. We also provide specialist services around teenage pregnancy and supporting young parents.

## **Our Patient Experience Team is here to:**

- Listen to your compliments, concerns, suggestions and feedback
- Support you in raising a complaint about the Trust

# We welcome your feedback

Your concerns and feedback help us to understand how we can continue to improve our services and learn when things may go wrong or you are unhappy with the service provided.

## Compliments

Please do also tell us when we have done something well! Compliments can be sent directly to the service or via our Patient Experience Team.

## Making a complaint

When raising a concern, comment or complaint it can be helpful to think about what you want to happen as a result. This may be:

- an apology
- someone to explain what has happened
- changes or improvements to be made to the service
- to make sure people recognise their mistakes
- to make sure the same thing does not happen again.

## Raising a concern

If you have a concern about your care or the care of your relative or friend, it is best to tell us about it straight away so we can try to put it right. You can speak with a senior member of staff on the ward, clinic or department.

If you do not feel your concerns have been resolved or if you would rather talk to someone outside of the ward, clinic or department, you can raise any concerns through our Patient Experience Team who will support you throughout the process.

## Making a complaint

If you wish to make a complaint, you can do this in writing, via email, or by speaking to a member of the Patient Experience Team.

## Our contact details

**Phone:** 020 8702 4700 (24hr voicemail option)

**Email:** beh-tr.patient.experience@nhs.net

**In writing:**

Patient Experience Team

Barnet, Enfield and Haringey Mental Health NHS Trust

P2 (Old Audiology)

St Ann's Hospital

St Ann's Road

London N15 3TH

## Are there time limits to raising a complaint?

Complaints should always be made as soon as possible so that we can respond. Please always make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. You will not be treated differently because you have raised a complaint. It is your right to raise concerns and make suggestions to improve our services and we welcome this as an opportunity to learn.

## Raising concerns on behalf of someone else

If you are raising concerns on behalf of someone else the Patient Experience Team will need to contact the service user directly. We will need their written consent in order to discuss their care with you.

## What further support is available to you?

We understand it can feel difficult to raise a concern or make a complaint. An advocacy service called POhWER is available to support you with writing a letter of complaint and to attend any complaints meetings.

For further free and confidential support please contact:

POhWER

Tel: 0300 456 2370

Email: pohwer@pohwer.net

In writing: PO Box 14043, Birmingham B6 9BL

## What happens if you remain dissatisfied with your complaint?

If you remain unhappy with the outcome of your complaint, you have the right to approach the Parliamentary and Health Service Ombudsman to ask them to review your complaint.

### **Please contact:**

The Parliamentary and Health Service Ombudsman (PHSO)  
Millbank Tower, Millbank, London SW1P 4QP

**Tel:** 0345 015 4033

Monday to Friday between 8.30am–5.30pm

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



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## For free translation phone

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