

And finally...

We don't just want to know when things go wrong, we also really want to know when we have done a good job so that this valuable feedback can be passed on.

Please feel free to contact us with any compliments, comments or suggestions.

In order to protect your privacy Community Ambulance Service complies with the General Data Protection Regulation 2016/679 (GDPR).

Pleased? Tell us about it
Unhappy? Let's resolve it together.

What if I am not happy with your written response?

If you are not entirely satisfied with the response to your complaint please let us know so that we can try and put this right. We may decide that further investigation is required or we may suggest that a meeting would be appropriate.

If after this you still feel that your concerns are unresolved, you can contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is independent of the NHS and can help resolve a complaint if you feel it was not fully addressed by Community Ambulance Service.

How to contact us:

Visit us:

Please speak to any Community Ambulance Service colleague based at the site you are visiting.

Call us:

020 3326 1326

Our dedicated Patient Experience Team are available Monday to Friday 9am – 5pm

Email us:

patient.feedback@communityambulance.co.uk

Write to us:

Community Ambulance Service,
Patient Experience Team, Unit 3,
Dunfermline Court, Kingston,
Milton Keynes, MK10 0BY

Survey:

Scan this QR code to complete our feedback form online.



If you require a version of this leaflet in large print or any other language please contact any member of the Patient Experience Team.



Parliamentary and Health Service
Ombudsman
Millbank Tower, Millbank
London, SW19 4OP

T: 0345 015 4033
www.ombudsman.org.uk



Community Ambulance Service,
Patient Experience Team, Unit 3,
Dunfermline Court, Kingston,
Milton Keynes, MK10 0BY

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How to raise concerns or make a formal complaint

NON EMERGENCY PATIENT TRANSPORT SERVICES

We are committed to providing excellent customer care to the patients that we transport.

Overall the feedback we receive regarding our service is very positive, however, we know that there are times when we do not always get things right. On these occasions we welcome your feedback.

Who can I talk to if I have a concern?

If you have a problem whilst using our services, I would encourage you to speak to a Community Ambulance Service (CAS) colleague who might be able to resolve your concern there and then, or alternatively can contact someone who can. Tell them what happened and they will do their best to try and put things right as quickly as possible.

How do I make a formal complaint?

If all efforts to resolve your concerns have failed and you remain unhappy you can make a formal complaint. To do this you can contact the CAS Patient Experience Team.

The Patient Experience Team act independently from the front line colleagues when handling the concerns of a patient or patient's representative.

When resolving your complaint it may be necessary for them to refer to records that we have completed and contact others that have been involved however rest assured, only information relevant to your complaint will be reviewed and discussed with people who need to know.

Can someone complain for me?

If you do not want to deal with the complaint on your own, you can ask someone to make the complaint on your behalf. We will need to get our permission before we can provide them with any information.

What is the time limit for making a complaint?

Please make a complaint as soon as possible as this gives us the best opportunity to fully investigate the issue for you. If this is not possible, complaints should be made within 12 months of the date on which the matter occurred. This time period can be extended in exceptional circumstances and if it is possible to investigate the complaint effectively and efficiently.

What happens after you have made a complaint?

When we receive your complaint we will aim to contact you by telephone or in writing within three working days. We will let you know how we will deal with your complaint and how long this process may take.

We will investigate your complaint and when our investigation is complete, we will contact you with our findings and outcome.

Where can I get help and advice?

If you are not comfortable making a complaint or you need any support at any point during the complaints process, a local advocacy service may be able to help you.

Advocacy services provide a free independent and confidential service and support people who wish to make a complaint about the care they have received from the NHS amongst other things.

There are several different providers of this service, however, further information can be obtained from a member of the Patient Experience Team.

Alternatively, you can contact your local council or check their website for details of your local provider.

Will my complaint be kept confidential?

We can assure you that your care will not be negatively affected by the fact that you have made a complaint. Records of complaints are not held with our booking records.

In order to fully investigate your complaint it may be necessary for us to refer to relevant records that we have completed and contact others that have been involved in this matter however, rest assured, only information relevant to your complaint will be reviewed and discussed with people who need to know.