

JIGSAW MEDICAL SERVICES LIMITED

Customer Services, Complaints and Feedback Policy

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Jigsaw Medical Services Ltd Policy Statement Name of Policy: Customer Services, Complaint and Feedback Policy			
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1.0 Background:

In the White Paper, *Our Health, Our Care, Our Say*, the Government made a commitment to the implementation of a single, comprehensive complaints process across health and social care, focusing predominantly on resolving complaints locally and through adoption of a more personal and comprehensive approach.

In June 2007, the Department of Health (DOH) produced a consultation document – *Making Experiences Count* (MEC) which outlined proposals for new approaches in client experiences factors.

The *Local Authority Social Services & NHS Complaints (England) Regulations (2009)* established a single complaints system applicable to all health and adult social care services in England. The new arrangements encourage an approach that aims to resolve complaints more effectively and ensure that opportunities for services to learn and improve are best implemented. These regulations cover only the fundamental requirements of good complaints handling, not the processes through which outcome are to be delivered. This approach will allow local health and social care organisations to determine the priorities best suited for them to deliver a sound and effective complaints procedure within their own organisations. Whilst taking into account the requirements of the regulations, Jigsaw Medical Services Ltd. has embraced the *Making Experiences Count* programme to encompass the differing mechanisms used by service-users to bring their experience to the fore, enabling the capture of the totality of patient experiences. Jigsaw Medical Services Ltd. has appointed the operations manager as the named individual who will primarily be responsible for ensuring the complaint process is dealt with smoothly and efficiently. Whilst the following therefore specifically refers to complaints, Jigsaw Medical Services Ltd. is committed to treating all feedback it receives with the same degree of seriousness and will employ exactly the same methodology and philosophy to all client feedback to all client feedback matters.

Jigsaw Medical Services Ltd. encourages all staff to familiarise themselves primarily with the following external documents and to use these in conjunction with our Company Policy. Our Company Policy is not to be used as a substitute for the following documents.

The Local Authority Social Services & NHS Complaints (England) Regulations (2009) Making Experiences Count, DoH

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http://www.dh.gov.uk/en/Consultations/Livconsultatons/DH_075652

Principles of Good Administration, Principles of Good Complaints Handling, Principles of Remedy,
PHSO

http://www.ombudsman.org.uk/improving_services/principles/index.html

Listening, responding, improving: a guide to better customer care

2.0 Scope:

This policy is applied to all:

- Staff working for the Company
- Any individual working on behalf of the Company

3.0 Policy Statement:

At Jigsaw Medical Services Ltd, we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the services you have received, please contact us using the contact details that are set out below. We will respond to your query within 3-5 working days.

Telephone No.: 01829 732615


Website: www.jigsawmedical.com

Email: info@jigsawmedical.com

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Jigsaw Medical Services Ltd. is committed to the provision of an excellent quality of patient care which is seen as one of the key functions of the Company.

Jigsaw Medical Services Ltd. is committed to using feedback, whether positive or negative as a tool for implementing change for the better in the relation to the patients we care for, the clients we undertake work for and the staff who work for us.

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Jigsaw Medical Services Ltd. believes in adopting an open and transparent strategy when it comes to complaints and keeping individuals who complain as informed as they can be. The Company also believes in apologising when the fault rests with Us and that suitable action is taken to prevent a re – occurrence.


4.0 Objectives:

- To implement a consistent approach to complaints and their management
- Ensure that staff are aware of their role when dealing with feedback or complaints
- Ensure the Company meets any legal obligations
- Adoption of a risk management approach in the management of complaints including correct information gathering, assessment of information gathered and correct use of that information in order to achieve best outcome and future incident prevention
- Ensure that any complaints are addressed in risk management and clinical governance meetings
- Adoption of a transparent nature
- Ensure the client or patient that our Company is taking their complaint seriously
- Ensure that lessons are learnt and that change is implemented where appropriate

5.0 Responsibilities:

Jigsaw Medical Services Ltd. has appointed the operations manager as the chief complaint individual within the Company who in turn is ultimately overseen by the Director. The role of the operations manager in relation to the complaints procedure is to take complaints from patients, clients, staff or other parties and to accumulate all necessary information, to assess that information and then to find appropriate solutions to the management of the issue.

The operations manager will inform the Director of all complaints received whether minor or major. The Director will in conjunction with the operations manager and if appropriate, the risk management group, find suitable ways of dealing with the complaint and ensuring the issue is less likely to arise in the future.

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6.0 Courtesy:

All staff will be trained in Customer Service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.


7.0 Communication:

Jigsaw Medical will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement we will inform you of this as soon as possible following the 4 C's contact management flowchart (Appendix 1) and agree a new deadline.

8.0 Complaint Process

"Jigsaw Medical Ltd will ensure any complaint is dealt with in a caring and considerate manner. The Company will aim to acknowledge any complaint within 24 hours of receipt. The Company will investigate the complaint and thoroughly and quickly as possible, aiming to keep the complainant informed throughout the process in a transparent and informative manner."

- All complaints will be kept on file whether minor or major
- The Company will offer to discuss the matter and hold a meeting if appropriate
- Write to the person making the complaint confirming receipt of complaint and then again to inform them of the outcome
- Jigsaw Medical Service Ltd will use a locally agreed severity matrix tool for determining the severity of the complaint
- Jigsaw Medical Services Ltd. will contact external organisations where appropriate
- No staff shall admit liability until the operations manager has investigated
- Where legal or malpractice issues are involved, no liability shall be admitted until the insurance company and / or company solicitor has been informed and investigated
- Staff will report all cases of complaint or feedback to team leader or the event who will escalate the complaint where necessary to the operations manager. If there is no senior member of staff on the event at that time, the office number should be called and details relayed to operations manager at the earliest opportunity

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All complaints will be graded by the below key and will subsequently be placed into one of three sections to identify severity of complaint and potential repercussions. It is understood that during the course of the investigation, the complaint level of severity may alter.

Jigsaw Medical Services Ltd. believes in openness and transparency. Jigsaw Medical Services Ltd. will ensure that:

- No discrimination will result as a consequence of the complaint
- The complainant will be taken seriously and treated with dignity and respect
- An appropriate level of investigation will be undertaken
- The cause of shortfalls of the company will be identified and acted on if appropriate
- The complainant will wherever possible receive a reply within a stated time frame
- Where time frames cannot be met, the complainant will be informed
- The complainant will receive an apology where appropriate
- The response will include investigation findings and the necessary steps to prevent any reoccurrence
- Jigsaw Medical Services Ltd. will aim to acknowledge all complaints within 24 hours of receipt
- Jigsaw Medical Services Ltd. will aim to provide definitive responses within 25 days of complaint receipt
- Jigsaw Medical Services Ltd. will provide responses for up to 12 months from the date of complaint issue arising
- Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting a Directorate in line with the Data Protection Act 1998
- Wherever possible, without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork.

Seriousness Description:

LOW

Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care

OR

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Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation

MEDIUM:

Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation

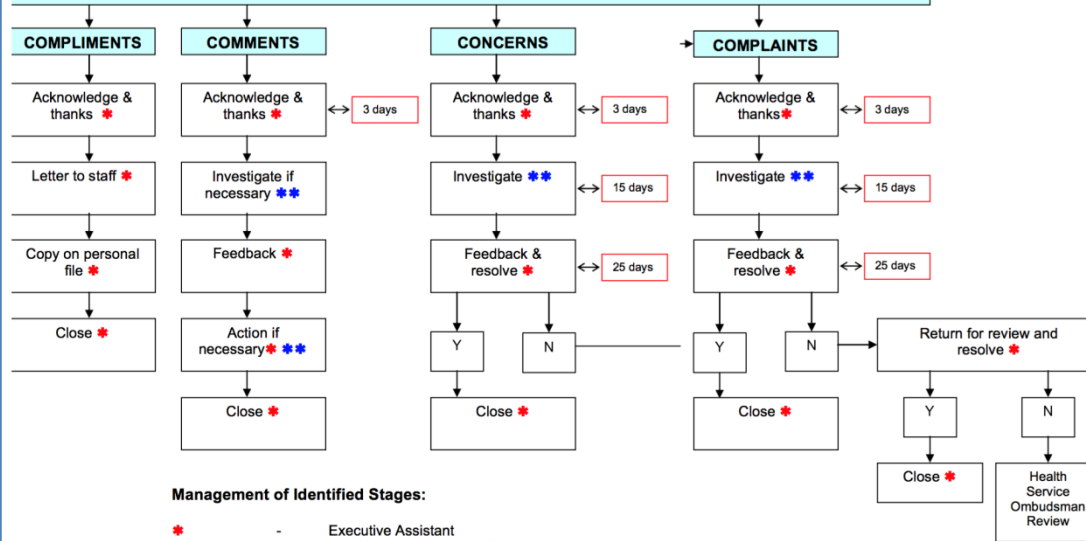
HIGH:

Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. Possibility of litigation and adverse publicity.

OR


Serious issues that may cause long-term harm such a grossly sub-standard care, professional misconduct or death. Will require immediate and in-depth investigation. May involve serious safety issues.

4 C's Contact Management Flowchart



Management of Identified Stages:
 * - Executive Assistant
 ** - Identified Investigating Officer

This 4 C's Contact Management Flowchart should be utilised in association with the 'Customer Services, Complaints and Feedback Policy'

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Appendix 2 – Patient/Customer Feedback Form:

At Jigsaw Medical Services Ltd we strongly believe feedback from our patients, service users and anyone coming into contact with our service allows us to develop our services and understand the needs and requirements of our clients and patients. If you wish to provide feedback about our service, please fill in the following form and forward it to the address below:

Jigsaw Medical Services Ltd,
 Jigsaw House, Portal Business Park,
 Eaton Lane,
 Tarporley,
 Cheshire,
 CW6 9DL

You are? (please circle) – **Patient/Customer/Event Organiser/Member of Public/Health Care Professional/Member of Staff**

Your Name? (optional):

Telephone Number (optional):

Address (optional):

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.....

.....

.....

Postcode:

Optional Additional Information

Where did the treatment/incident you wish to provide feedback about happen?

Date of Incident:

What was the staff members name?:

Or ID number:

What vehicle was present (fleet No.)

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