

## Patient Advice and Complaints service

The Patient Advice and Complaints team at Bradford District Care Foundation Trust works closely with patients, service users, carers and relatives to help resolve concerns or complaints about any aspect of the services provided by this Trust. We are an impartial service who work to ensure that any concerns raised are fully addressed, resolved and if necessary, lessons are learned and the service we offer to our community is improved on the basis of the feedback we receive.

When you contact the team they will create a basic record detailing your concerns and your contact details including your name, date of birth, address, email address, contact number and NHS number to support any investigation and ensure that your complaint is accurately logged. We closely monitor any themes or trends in the complaints that we receive around our service to ensure that we are constantly monitoring the feedback we receive and looking for opportunities to improve our service. Also, if we were to receive a claim for compensation then we must record who the claimant is and link it to any other incidents that show a common theme.

Any information that we record is done so on the basis that it is our public task to provide healthcare and as such we have a duty of care to ensure that the healthcare we provide is of the highest possible standard. If you are making a complaint or raising concerns on behalf of someone else then we will ask to make sure that you have the consent of that person to do so

We do not share any of the information that you give us and the nature of your concerns or complaint will be kept on a need to know basis. We store a record of your complaint in electronic format on a secured drive and database. It is part of our duty of care to ensure that the Healthcare we provide is safe that we keep a record of every complaint that we receive. An overview of this complaint will be stored for the length of a medical professionals career to help us monitor trends and concerns. Any reports, letter and other documents created as part of the investigation will be held for 10 years after your complaint has been investigated and we have reached a resolution. Your records may be reviewed as part of the process of understanding your concerns but again, this would be treated in the strictest confidence.

If you change your mind about making a complaint you can contact the team on 01274 251440.

If you would like to request a copy of any of the information we hold on you this can be requested by contacting our Information Governance and Records Management team by emailing [dpa.requests@bdct.nhs.uk](mailto:dpa.requests@bdct.nhs.uk) or send a written request to: The Information Governance and Records Management team, New Mill, Victoria Road, Saltaire, West Yorkshire, BD18 3LD or phone **01274 363 629**.

