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“Delivering independent, high quality, fully integrated, solutions to all your echocardiography needs.”

Complaints Policy



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Based on Care Quality Commission (CQC) - Fundamental Standards

Policy title: Complaints.

Outcome: People and those acting on their behalf, have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint.

Authorised by: Mark Belham, Director

Approved by: Keith Fryer, Director

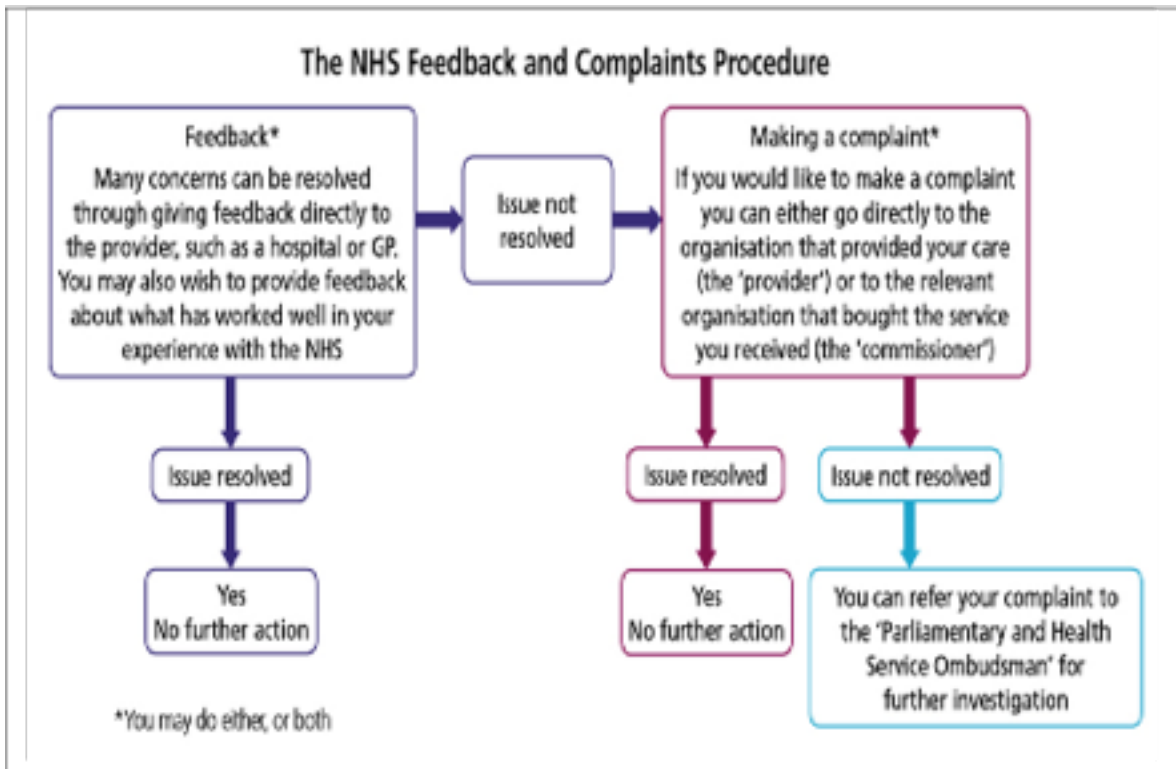
Issue date: 08/12/2022

Review date: 08/12/2023
(or before if there is a change in practice or circumstances)



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1. Policy statement

- 1.1 Patients who have an echocardiogram undertaken by Echo Quality Solutions LTD will have access to a complaints procedure in the event they are unhappy with any aspect of the service being provided.
- 1.2 Patients' complaints and comments will be listened to and acted upon.
- 1.3 This policy outlines the different stages of the complaints procedure and includes arrangements to identify, receive, record, handle and respond to any complaint.
- 1.4 Echo Quality Solutions LTD will take all reasonable steps to ensure that all staff are aware of and comply with this policy and procedure.



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2. Making a complaint

- 2.1 Echo Quality Solutions LTD is committed to providing a high quality healthcare service. However, if any patient is unhappy with any aspect of the healthcare service being provided, they will be invited to make a complaint.
- 2.2 Complaints can be made to any member of Echo Quality Solutions LTD staff verbally at the time of their attendance for their echocardiogram. If it is preferred the complaint can be made in writing and should be sent to the host healthcare provider's Patient Advice and Liaison Service (PALS). The complaint will then be managed as per the host healthcare provider's standard complaints process.
- 2.3 If a patient wishes to make a complaint whilst they are on the hospital/clinic premises, then the member of staff in charge of the service will attempt to resolve the issue immediately.
- 2.4 No patient, or person acting on their behalf, will be discriminated against for making a complaint.
- 2.5 No person's care by Echo Quality Solutions LTD will be affected in any way if a complaint is made by them or on their behalf.

3. Information given to patients about how to complain

- 3.1 This written information on the complaints procedure will be available for patients from the Echo Quality Solutions LTD staff.
- 3.2 Echo Quality Solutions LTD will adopt/follow the standard policy and procedure for complaints set out by the host healthcare provider where the service is being undertaken.
- 3.3 Patients will be assured that they will not be discriminated against for making a complaint.

4. Receiving and recording a complaint

- 4.1 Complaints can be made by a patient, a former patient, or someone acting on a patient's behalf.
- 4.2 All received complaints, whether written or verbal, will be recorded. Any patient



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related information (e.g. name, date of birth) will be kept on the host healthcare provider's IT system with no personal data kept independently by Echo Quality Solutions LTD.

- 4.3 Recorded details will include:
- the date and time the complaint was received
 - a description of the complaint
 - details of the investigation carried out
 - any actions taken, and
 - whether or not the complaint was upheld
- 4.4 Where a complaint is received anonymously, Echo Quality Solutions LTD will carry out an investigation as far as it reasonably can, depending on the content of the complaint.
- 4.5 Echo Quality Solutions LTD will maintain a record of all complaints received and copies of all related correspondence. These records will be anonymised and be kept separately from patients' healthcare records.

5. Handling a complaint

- 5.1 All complaints received by Echo Quality Solutions LTD will be treated in the strictest confidence.
- 5.2 All complaints, written or verbal, will be investigated in accordance with the host healthcare provider's policies and procedures.
- 5.3 Complaints that are not resolved verbally at the time of the patient's attendance will be referred to the host healthcare provider's Patient Advice and Liaison Service (PALS). The complaint will then be managed as per the host healthcare provider's standard complaints process.

6. Annual review of complaints

- 6.1 Echo Quality Solutions LTD will review all complaints on an annual basis in terms of:
- The number of complaints received. The issues that these complaints raised in terms of any trends or areas of risk that might need to be addressed.



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- Whether complaints have been upheld.
- Improvements or changes to the healthcare service that were made.

7. Learning opportunities

- 7.1 Echo Quality Solutions LTD will review all complaints received with a view to continuous quality improvement of their independent healthcare service.
- 7.2 All complaints received will be used as a learning exercise to consider improving aspects of the healthcare service provided to patients.

8. Review of the policy

- 8.1 Echo Quality Solutions LTD will review this policy on annual basis. Any changes made to the policy will be communicated to all staff.

9. Guidance and further reading

- Being open – communicating patient safety incidents with patients and their carers (NPSA, 2009).
- The EU General Data Protection Regulation <https://www.eugdpr.org/>
- Department of Health guidance *Complaints in the NHS* <https://www.gov.uk/government/publications/nhs-hospitals-complaintssystem-review>
- Listening, improving, responding: a guide to better customer care (DH, 2009)
- MIND – complaining about health and social care <http://www.mind.org.uk/information-support/legal-rights/complainingabout-health-and-social-care/>
- NHS Constitution <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>
- NHS Litigation Authority guidance about complaints
- Principles of Good Complaint Handling (PHSO, 2009) <http://www.ombudsman.org.uk/reports-and-consultations/reports/health>



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- Public Interest Disclosure Act 1998 <http://www.legislation.gov.uk/ukpga/1998/23/contents>

Signature

Date

08/12/2022

Mark Belham, Director, Echo Quality Solutions LTD