

INFORMATION FOR PATIENTS

Your right to complain to the Care Quality Commission

(Sections 120 and 134A of the Mental Health Act 1983)

If you have a complaint about your treatment under the Mental Health Act, you can ask the Care Quality Commission to help.

The Commission is an independent body which makes sure that mental health law is used correctly and that patients are cared for properly while they are kept in hospital or are on guardianship or on supervised community treatment.

You can write to them at:

Care Quality Commission
The Belgrave Centre
Stanley Place
Talbot Street
Nottingham
NG1 5GG

Or you can telephone them on 0115 873 6250.

You can contact the Commission while you are still being kept in hospital, or on guardianship or on supervised community treatment. But you can also contact them later, if you want to.

Commissioners visit hospitals regularly to meet patients and check that they are being treated properly under the Mental Health Act.

If you are in hospital when a commissioner visits, you can speak to them then. The ward manager can tell you the date of the next visit.

You may find that your complaint can be sorted out sooner if you raise it first with the people responsible for your care. They can also give you information about the local complaint's procedure, which you can use to try to sort out your complaint locally.

Further help and information

Please ask if there is anything in this leaflet you do not understand or if you have other questions that this leaflet has not answered.

Please ask if you would like another copy of this leaflet for someone else.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you.

External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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