



COVID-19 Primary Care Vaccination Site Brighton Racecourse

Complaints Reporting Process

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1. Background

This process is a guide to how complaints received by the COVID-19 Primary Care Vaccination Site at Brighton Racecourse should be handled. It must be used for all complaints that affect patients, clients, staff, external contractors or visitors.

2. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction (written or verbal), whether justified or not, about a COVID-19 Primary Care Vaccination Site function, decision or service that requires a response.

3. Complaints Procedure

The COVID-19 Primary Care Vaccination Site will follow the Here Complaints Procedure (See Appendix 1).

Complaints will be reported using the Complaints Reporting Form (Appendix 2) and following the Complaint Reporting Flow Chart (Appendix 3).

4. Associated Process Notes

COVID-19 Primary Care Vaccination Site Brighton Racecourse Clinical Governance Flow V 1.4

5. Appendix 1 – Here Complaints Procedure



Complaints
Procedure v4.0 FINAL

6. Appendix 2 – Complaint Reporting Form



COVID-19 Primary Care Vaccination Site

**Brighton Racecourse
Complaint Reporting Form**

PLEASE NOTIFY THE VACCINATION SITE CLINICAL LEAD OF ANY CLINICAL COMPLAINTS IMMEDIATELY

PLEASE COMPLETE AND EMAIL THIS FORM TO here.ehsbrighton@nhs.net

Name of staff completing this form:		Date Complaint Received	
Name of complainant			
Brief summary of complaint			
Actual or potential harm caused?			
NHS Number of patient(s) involved			
Any immediate actions taken			
Further actions needed? (i.e. Feedback to GP/ team etc)			

Complaint Received

Member of staff receiving complaint will

- complete the complaint reporting form

THE VACCINATION SITE CLINICAL LEAD MUST BE INFORMED OF ANY CLINICAL COMPLAINTS IMMEDIATELY

- log the complaint in Datix
- email the form and the Datix log number to the Clinical Lead s.stafford@nhs.net & Governance Coordinator copying in here.ehsbrighton@nhs.net

Governance Coordinator will

- Send acknowledgement letter to the complainant within 24 hours of receipt
- Coordinate investigation with Clinical Lead and respond to complainant within 20 working days
- If the complaint is regarding the overall vaccination programme then support in responding to the complaint is available from the CCG. Send a copy of the complaint to sxccg.complaints@nhs.net

Clinical Lead will escalate to PCN Clinical Directors / PCN Managers / Here Board as appropriate