

## Annex D - Results from desk-based research (google)

Search question entered into google	Organisation identified	Website link	Target audience	Summary of information contained	Healthwatch comments on the information provided
"Complain about NHS"	NHS	<a href="https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/">https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/</a>	All	<p>Explains how people can get help making a complaint and a link is provided to PALS.</p> <p>Information is also given on how to find local commissioners.</p> <p>There are links provided to Healthwatch who, it is advised, can offer support in making a complaint.</p> <p>Separate links are provided about whether someone is complaining about: healthcare, social care, or care under the Mental Health Act.</p> <p>Information is given on timescales and what to</p>	<p>A lot of useful information and links are provided, but there is no single option which says "Make a complaint now".</p> <p>Having such a link could usefully take direct someone to a site where they could in theory select from drop down options allowing them to enter and submit their complaint to the right team.</p> <p>For example: for social care complaints people are advised to contact their local authority but are only able to search for this by postcode. People are then provided with the Local Authority website but not redirected to the relevant complaints section.</p>

				<p>expect - there is a link to the <u>My expectations for raising concerns and complaints</u></p> <p>Links are also provided to the Ombudsman if someone is unhappy with the response they receive.</p> <p>Information about providing feedback using FFT is also provided.</p>	<p>A similar process is given for finding local commissioners but the pages that people are directed to are not helpful or user friendly especially if all someone wants to do is lodge a complaint.</p>
<p>“Complaints procedure for social services”</p>	<p>Gov.uk</p>	<p><a href="https://www.gov.uk/government/organizations/department-of-health-and-social-care/about/complaints-procedure">https://www.gov.uk/government/organizations/department-of-health-and-social-care/about/complaints-procedure</a></p>	<p>All audiences</p>	<p>When you first open the page, it explains what someone can and can't complain about. It states that someone can complain about hospitals, GPs or other NHS services, and that it is possible to complain about social care.</p> <p>If you click on the link about what you can complain about it takes you to a page 'How to complain to the NHS'. This initially advises that in the first instance it is best to complain directly to the service because it might be easier to do it at that level.</p>	<p>The website is aimed at everyone, but assumes clarity of thought and computer literacy on the part of the complainant.</p> <p>The site usefully provides information about the difference between Health and Social care complaints.</p> <p>However the information is somewhat disorganised and there is a sense that the enquirer will be able to follow the various information links and then return to others if necessary.</p>

			<p>But it also gives links to organisations that can help someone escalate their complaint if they are not able to do it to the service directly.</p> <p>A section on the website explains primary care services and secondary care services which mental health services fall under. There is a separate link for finding out about complaining about Social Care services i.e. Care homes and Domiciliary care.</p> <p>There is a distinction made between complaining about a mental health service and how the mental health act is applied. The latter signposts people to the CQC.</p> <p>Each section has a link about the relevant department which includes what they do and more detail about how to complain about them.</p>	<p>A flow chart with distinct recognisable phrases would be much more helpful. For example</p> <p>“Have you complained direct to the service? If not ... do xyz. If yes, your next step for each service is abc.” The primary and secondary services could then be listed to make it easier to understand.</p> <p>Also, the CQC is only mentioned in relation to the application of the mental health act. But the CQC regulate and inspect both primary and secondary care plus social care organisations and they might be more interested in knowing about complaints directly from service users.</p>
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“How to complain about my GP”	Citizens advice	<a href="https://www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-the-nhs/">https://www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-the-nhs/</a>	All	<p>The site suggests what someone might want to complain about.</p> <p>It explains who is responsible for each service and provides links to them.</p> <p>It also suggests that Healthwatch can be contacted if someone needs help or support.</p> <p>Links are also provided to a ‘next steps’ section.</p> <p>There are further sections on other useful information and templates for making a complaint and tips including dos and don’ts</p> <p>Lastly, the site provides information about what someone can expect.</p>	<p>The feeling is that it would be easy for someone to get the information that they might need as the sections are easy to understand and navigate.</p> <p>The flow chart that is provided is clear and also very important.</p> <p>The ‘next steps’ section provides a good overarching idea of how things should progress.</p> <p>Overall, this is a very useful site.</p>
“How to complain about hospital	NHS complaints guidance Gov.uk	<a href="https://www.gov.uk/government/publications/the-nhs-constitution-for-england/how-do-i-give-feedback-or-">https://www.gov.uk/government/publications/the-nhs-constitution-for-england/how-do-i-give-feedback-or-</a>	All	<p>Gives two simple options for making a complaint: (1) giving feedback or (2) making a complaint</p>	<p>The majority of information is quite clear but it could easily be confusing for someone to distinguish between the different approaches/options</p>

treatment”		<a href="#">make-a-complaint-about-an-nhs-service</a>		<p>The site advises that the different ways to give feedback should be clearly visible at the service visited/used.</p> <p>A flow chart of the process is provided.</p> <p>The site advises that anyone can complain on someone’s behalf and names Healthwatch and CAB and provides links to these.</p> <p>Information is given explaining what someone can expect after making a complaint and how they can escalate their complaint if not happy with any response i.e. ombudsman.</p>	<p>for primary and secondary care - this could be made clearer.</p> <p>Whilst the flow chart is a useful tool, it relies on the complainant understanding the difference between primary and secondary care.</p> <p>A link is provided titled ‘Secondary care complaints’ (for example hospitals) but this simply directs people to the main NHS homepage which is not helpful</p>
“Making a complaint Brighton”	BHCC website	<a href="https://www.brighton-hove.gov.uk/content/council-and-democracy/feedback-about-council-services/making-a-complaint">https://www.brighton-hove.gov.uk/content/council-and-democracy/feedback-about-council-services/making-a-complaint</a>	All	<p>This site encourages people to make contact with the relevant team to ensure a swift resolution, and includes a link titled ‘Healthcare’ which quickly redirects someone to a different page that contains more information.</p> <p>The page also explains that</p>	<p>The ‘<a href="#">Health services</a>’ link provides a further link the NHS Constitution and correctly advises people to directly contact their GP, hospital etc in the first instance. It also describes the role of PALS, however there is no link to PALS.</p>

			<p>all complaint types will follow the Council's corporate policy which has three stages (which are described)</p> <p>The 'Healthcare' page explains that some areas have their own complaints processes and gives further links to these.</p> <p>Three areas which have their own complaints policies are listed as:</p> <ul style="list-style-type: none"> <li>• <a href="#">Adult social care and safeguarding</a></li> <li>• <a href="#">Children's services and safeguarding</a></li> <li>• <a href="#">Health services</a></li> </ul> <p>A link about 'advocacy and support' redirects someone to a page with a host of information about out of hour pharmacies, 111, service providers and a section entitled "Independent advocacy, comments and complaints about health services" which refers to ICAS and Healthwatch.</p>	<p>There is however a link to CQC but this seems counterintuitive to the above point about complaining directly to the service provider.</p> <p>The CQC page provides links to the PHSO for adult health and social care, but no links to providers. It does include a leaflet called 'How to complain about a health or social care service' which is available in easy to read format and oddly, just Polish. The guide was published in 2014. (see below for more info on the CQC leaflet)</p> <p>The advocacy link to ICAs and Healthwatch do not work</p>
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<p>“How to complain about social care in Brighton”</p>	<p>BHCC website</p>	<p><a href="https://www.brighton-hove.gov.uk/content/council-and-democracy/complaint-or-complain/childrens-services-complaints-0">https://www.brighton-hove.gov.uk/content/council-and-democracy/complaint-or-complain/childrens-services-complaints-0</a></p>	<p>Complaints about children’s social care only</p>	<p>This site usefully explains “How we deal with children’s social care complaints” which provides details of the three stages involved in making a complaint. The final stage advises that any response will provide details of how to contact the ombudsman. There is a link which with one click takes someone to the online form to be completed.</p> <p>At the top of this page, there is a clear explanation that this form is for making a complaint about children’s service only, and a further link is given if someone wishes to complain about another council service. This highlights that different complaints processes apply depending on the complaint type</p>	<p>The online form was not working on the day we visited the site. On other days it was however.</p> <p>A simple form is a very useful tool for anyone who wishes to lodge a complaint, without them having to click through various links and navigating different pages and guidance materials.</p>
<p>“Complain about a service CQC”</p>	<p>CQC website</p>	<p><a href="https://www.cqc.org.uk/contact-us/how-">https://www.cqc.org.uk/contact-us/how-</a></p>	<p>All</p>	<p>The site is clearly set out and explains that the CQC cannot complain on</p>	<p>Healthwatch doubts that many people would search the CQC website in order to learn how</p>

		<p><a href="#">complain/complain-about-service-or-provider</a></p>		<p>someone else's behalf.</p> <p>Guides are provided on the right hand side of <a href="#">the page including one titled 'How to complain about a health or social care service'</a> which is 12 pages in length and in large font.</p> <p>The guide instructs people to contact their NHS organisation directly.</p> <p>Section 5 gives some information on support and advocacy but none of these are local Healthwatch (although Healthwatch is mentioned in terms of enabling people to share their experiences)</p> <p>The site provides good links / contact information for the PHSO</p> <p>The site also provides the <a href="http://www.gov.uk">www.gov.uk</a> link if people want to complain about social care if it is paid for by a council.</p>	<p>to make a local complaint, so the useful guide may be underused.</p> <p>The link to gov.uk is not helpful. This directs people to a page which has links to all major government depts., or policies, but not to a website about local councils. It is unlikely that people would not find this helpful.</p> <p>There are some useful ideas for making things easier for people such as a text back service meaning someone will call them about their complaint.</p> <p>There are insufficient links provided to all of the support / advocacy organisations available for people to contact.</p> <p>Overall, the guide is good, clear and jargon free. It would benefit from including more links to help people find out more information / support.</p>
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<p>Complaint Royal Sussex County</p>	<p>BSUH website</p>	<p><a href="https://www.bsuh.nhs.uk/?s=complaint">https://www.bsuh.nhs.uk/?s=complaint</a></p>	<p>All</p>	<p>The page include a link titled 'Give feedback' which then provides a list of options 'Raise a concern or complaint'. The information is easy to navigate, and the information is clearly laid out.</p> <p>The link to the leaflet provides lot of useful information to help someone understand what to expect; what support is available and what to do if they are not happy with the response</p> <p><a href="#">Click here to read our leaflet about how to make a complaint</a></p> <p>Links to all local Healthwatch are provided.</p>	<p>The page would really benefit from having an easy to populate template, dos and don'ts guides, and maybe a flowchart similar to the CAB website</p>
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