

Patient Transport Service (PTS) - The Complaints Process

The seven Clinical Commissioning Groups (CCGs) across Sussex are currently logging all complaints about the new Patient Transport Service (PTS).

The Complaints Process:

If you live in Crawley, Horsham and Mid Sussex and wish to make a complaint about the new PTS then you can contact NHS Crawley CCG and NHS Horsham and Mid Sussex CCG at:

Address: Lower Ground Floor, Crawley Hospital, West Green Drive, Crawley, RH11 7DH

Phone: 01293 600300 ext: 4255 where you will be put through to a member of staff. Where staff are not available then your name and contact details will be taken with the aim of returning your call within 48 hours.

Email: HSCCG.Contactus-horshamandmidsussexccg@nhs.net

What we will do:

- Complaints leads in each of the individual CCGs will acknowledge receipt of the complaint and will log it.
- Please be aware that in order to share the complaint with the lead CCG and Coperforma we will need to obtain consent from you first.
- Once consent is obtained, complaints leads will send a copy of the complaint to the lead CCG Complaints & FOI Officer.
- **If the complaint is about a patient experience of the PTS**, the complaint will also be forwarded by the CCG that received it to Coperforma at: sussexpts.complaints@nhs.net

Please note anyone logging a complaint should attempt to capture the booking reference number wherever possible as this allows for quicker identification of the booking.

For members of the public wishing to make a formal complaint direct to Coperforma, complaints should be submitted in writing to Coperforma via:

Email: sussexpts.complaints@nhs.net

Post: Sussex Complaints Officer, Coperforma Ltd, Thrupton Down House, Racedown Dairy, Thrupton, Hampshire SP11 8PR.

Please include your full name, postal address, phone number, email address and wherever possible the booking reference number in all correspondence.

An acknowledgment of receipt of the complaint will be sent to the sender of the complaint by Coperforma within two working days and an initial response within 15 working days thereafter. Coperforma aims to respond fully to all complaints and to close the complaint within 25 working days of acknowledged receipt of all appropriate information.