

## **CHANGES TO THE MANAGEMENT OF COMPLAINTS**

### **Community Services Across North Yorkshire and York**

From 1 April 2011, all Community Services previously provided by NHS North Yorkshire and York were transferred to the local NHS Foundation Trusts.

NHS North Yorkshire and York are committed to ensuring a coordinated transition of services to ensure patients experience consistency in the services being delivered. This is a change to the management of services and not a change to services themselves.

As a result of the change of management, there may be some changes in relation to which organisation deals with your complaint. The information in the tables below identify which NHS organisation will be responsible for handling your complaint relating to Community Services matters occurring after 1 April 2011.

Please contact a member of the NHS North Yorkshire and York's Patient Relations team if your complaint concerns Community Services before 1 April 2011.

As an example, if you wish to make a complaint about an incident which took place after 1 April 2011 relating to community nursing services in Scarborough, please contact the complaints team at York Teaching Hospital NHS Foundation Trust.

## Transforming Community Services

### Breakdown of Community Services by new providers

March 2011

York Teaching Hospital NHS Foundation Trust	
OLDER PEOPLE AND VULNERABLE ADULTS SERVICES	LOCALITY BASED OR PAN NY
Community Nursing	Selby and York Scarborough Whitby and Ryedale
Community Matrons	Selby and York
Falls Assessment	Selby and York
Fast Response Teams	Selby and York Scarborough Whitby and Ryedale
Case Management	Selby and York Scarborough Whitby and Ryedale
Community Rehabilitation (Physio & OT)	Selby and York Scarborough Whitby and Ryedale
Community Hospitals <ul style="list-style-type: none"> <li>• The Archways, York</li> <li>• Selby War Memorial Hospital</li> <li>• St Monica's, Easingwold</li> <li>• Malton</li> <li>• Whitby</li> </ul>	Selby and York Scarborough Whitby and Ryedale
Tissue Viability Specialist Nursing	Selby and York Scarborough Whitby and Ryedale
Specialist Heart Failure Nursing	Selby and York Scarborough Whitby and Ryedale
Specialist Cardiac Rehabilitation Nursing	Selby and York Scarborough Whitby and Ryedale
Specialist Diabetes Nursing	Scarborough Whitby & Ryedale
Specialist Respiratory Practitioners	Selby and York Scarborough Whitby and Ryedale
Specialist Continence	Selby and York Scarborough Whitby and Ryedale
Specialist Palliative Care	Selby and York Scarborough Whitby and Ryedale
Cancer Information Service	Scarborough Whitby and Ryedale
Minor Injury Units <ul style="list-style-type: none"> <li>• Malton</li> <li>• Whitby</li> </ul>	Scarborough Whitby and Ryedale
SPECIALIST COMMUNITY	
MSK extended scope (including physiotherapy)	Scarborough Whitby & Ryedale
Nutrition and Dietetics	Scarborough Whitby & Ryedale
CHILDREN AND FAMILIES SERVICES	
Health Visiting	City of York only
Paediatric Speech and Language Therapy	Selby and York
Community Paediatrics and Children's Therapy services (Physio, OT and SLT) for children with complex needs	Scarborough Whitby & Ryedale

<b>South Tees Hospitals NHS Foundation Trust</b>	
<b>OLDER PEOPLE AND VULNERABLE ADULTS SERVICES</b>	<b>LOCALITY BASED OR PAN NY</b>
Community Nursing	Hambleton and Richmondshire
Community Matrons	Hambleton and Richmondshire
Falls Assessment	Hambleton and Richmondshire
Fast Response Teams	Hambleton and Richmondshire
Case Management	Hambleton and Richmondshire
Community Rehabilitation (Physio & OT)	Hambleton and Richmondshire
Community Hospitals: <ul style="list-style-type: none"> <li>• The Friary, Richmond</li> <li>• The Lambert Memorial, Thirsk</li> <li>• The Rutson, Friarage Hospital, Northallerton</li> </ul>	Hambleton and Richmondshire
Tissue Viability Specialist Nursing	Hambleton and Richmondshire
Specialist Respiratory Practitioners	Hambleton and Richmondshire
Specialist Continence	Hambleton and Richmondshire
Specialist Palliative Care	Hambleton and Richmondshire
Lymphoedema Service	Hambleton and Richmondshire
<b>SPECIALIST COMMUNITY</b>	
Nutrition and Dietetics	Hambleton and Richmondshire
MSK extended scope (including physiotherapy)	Hambleton and Richmondshire
<b>CHILDREN AND FAMILIES SERVICES</b>	
Community Paediatrics and Children's Therapy services (Physio, OT and SLT) for children with complex needs	Hambleton and Richmondshire

<b>Airedale NHS Foundation Trust</b>	
<b>OLDER PEOPLE AND VULNERABLE ADULTS SERVICES</b>	<b>LOCALITY BASED OR PAN NY</b>
Community Nursing	Craven
Community Matrons	Craven
Falls Assessment	Craven
Fast Response Teams	Craven
Case Management	Craven
Community Hospitals <ul style="list-style-type: none"> <li>• Castleberg, Giggleswick</li> <li>• Skipton</li> </ul>	Craven
Specialist Diabetes Nursing	Craven
<b>SPECIALIST COMMUNITY</b>	
MSK extended scope	Craven

## Harrogate and District NHS Foundation Trust

<b>OLDER PEOPLE AND VULNERABLE ADULTS SERVICES</b>	<b>LOCALITY BASED OR PAN NYY</b>
Community Nursing	Harrogate and District
Community Matrons	Harrogate and District
Falls Assessment	Harrogate and District
Fast Response Teams	Harrogate and District
Case Management	Harrogate and District
Community Hospital • Ripon	Harrogate and District
Specialist Heart Failure Nursing	Harrogate and District, Craven *
Specialist Cardiac Rehabilitation Nursing	Harrogate and District
Specialist Respiratory Nursing	Harrogate and District, Craven *
Specialist Continence	Harrogate and District, Craven *
<b>SPECIALIST COMMUNITY</b>	
Speech & language Therapy (Adult and Learning Disabilities)	Pan NYY **
Chronic Pain and Fatigue Services	Harrogate and District, Craven*
Family Planning / Sexual Health	Pan NYY
<b>CHILDREN AND FAMILIES SERVICES</b>	
Health Visiting	County of North Yorkshire
School Nursing	County of North Yorkshire
Child Health Record Service	County of North Yorkshire
Children's specialist community nursing team	Locality
<b>NYY – WIDE (ALL LOCALITIES)</b>	
Minor Injury Units/ Walk in centre • Selby • Ripon • York Walk in Centre	Pan NYY
GP Out of Hours	Pan NYY
Prison Health Care (York and Northallerton)	Pan NYY
Smoking Cessation	Pan NYY
Salaried Dental Services	Pan NYY
Podiatry	Pan NYY
Safeguarding Children	Pan NYY
Infection, Prevention & Control / TB Liaison	Pan NYY
Community Wheelchair	Pan NYY
Community Equipment and Medical Devices	Pan NYY

\* specialist nursing staff will transfer to HDFT and provide a service via an SLA to Airedale Trust.

\*\* Speech and language therapy staff will transfer to HDFT and provide an LD service via an SLA to the new mental health provider (as yet unknown, pending tender process)

## **Mental Health Services Across North Yorkshire and York**

The information in the tables below identifies which NHS organisation will be responsible for handling your complaint relating to mental health matters.

## Mental Health, Learning Disabilities and Substance Misuse Services

### Breakdown of services by new providers

(Page 1 of 4)

<b>Tees, Esk and Wear Valleys NHS Foundation Trust</b> From June 2011	
<b>CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS)</b>	<b>Locality specific or pan-North Yorkshire and York</b>
Child and Adolescent Mental Health Services, including specialist services <ul style="list-style-type: none"> <li>• Harrogate CAMHS</li> <li>• Northallerton CAMHS</li> <li>• CAMHS Psychology Services</li> <li>• LD Community Children's Team</li> </ul>	Harrogate Locality Hambleton and Richmondshire Scarborough locality Scarborough locality
<b>OLDER PEOPLE'S MENTAL HEALTH SERVICES</b>	
Inpatient Services	Harrogate Locality
<ul style="list-style-type: none"> <li>• Rowan Ward, Briary Wing Harrogate District Hospital</li> <li>• Alexander House Community Unit for the Elderly, Harrogate</li> </ul>	
<ul style="list-style-type: none"> <li>• Ward 14, Mental Health Unit, Friarage Hospital, Northallerton</li> </ul>	Hambleton and Richmondshire
Day Hospitals	Harrogate Locality
<ul style="list-style-type: none"> <li>• Rowan Ward Day Hospital, Briary Wing Harrogate District Hospital</li> <li>• The Orchards Day Hospital, Ripon</li> </ul>	
<ul style="list-style-type: none"> <li>• The Ridings Day Hospital, Mental Health Unit, Friarage Hospital, Northallerton</li> </ul>	Hambleton and Richmondshire
Rapid Response and Intermediate Care for the Elderly Team (RRICE)	Harrogate Locality
Community Mental Health Teams for Older People (CMHTOPs)	Harrogate Locality
<ul style="list-style-type: none"> <li>• CMHTOP Rural</li> </ul>	Harrogate Locality
<ul style="list-style-type: none"> <li>• CMHTOP Harrogate and Wetherby</li> </ul>	Harrogate Locality
<ul style="list-style-type: none"> <li>• CMHTOP North East (Northallerton)</li> </ul>	Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• CMHTOP North West (Colburn)</li> </ul>	Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• CMHTOP South (Bedale and Thirsk)</li> </ul>	Hambleton and Richmondshire
<b>ADULT AND SPECIALIST MENTAL HEALTH SERVICES</b>	
Early Intervention in Psychosis Service	Harrogate Locality Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• Harrogate EI Service</li> <li>• Northallerton EI Service</li> </ul>	
Intensive Home Treatment Teams (IHTT)	Harrogate Locality Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• Harrogate IHTT</li> <li>• Northallerton IHTT</li> </ul>	
Primary Care and Counselling	Harrogate Locality Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• Harrogate Primary Care and Counselling Service</li> <li>• Northallerton Primary Care and Counselling Service</li> </ul>	
Community Mental Health Teams (CMHT)	Harrogate Locality
<ul style="list-style-type: none"> <li>• Harrogate and Wetherby CMHT</li> </ul>	Harrogate Locality
<ul style="list-style-type: none"> <li>• Rural CMHT, Ripon</li> </ul>	Harrogate Locality
<ul style="list-style-type: none"> <li>• CMHT West (Leyburn and Colburn)</li> </ul>	Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• CMHT East (Northallerton and Thirsk)</li> </ul>	Hambleton and Richmondshire
Inpatient Wards	Harrogate Locality
<ul style="list-style-type: none"> <li>• Cedar Ward, Briary Wing, Harrogate</li> </ul>	
<ul style="list-style-type: none"> <li>• Ward 15, Mental Health Unit, Friarage Hospital, Northallerton</li> </ul>	Hambleton and Richmondshire
Day Hospitals	Hambleton and Richmondshire Harrogate Locality
<ul style="list-style-type: none"> <li>• Vine House Day Hospital</li> <li>• Hawthorn Day Hospital (temporarily closed)</li> </ul>	
Rehabilitation and Recovery Services	Harrogate Locality Hambleton and Richmondshire Harrogate Locality
<ul style="list-style-type: none"> <li>• Abdale House Inpatient Unit, Harrogate</li> <li>• Sunbeck inpatient unit, Northallerton (temporarily closed)</li> <li>• Supported Housing</li> </ul>	

Community Outreach Teams <ul style="list-style-type: none"> <li>• Harrogate Community Outreach Team</li> <li>• Northallerton Community Outreach Team</li> </ul>	Harrogate Locality Hambleton and Richmondshire
Psychology Services <ul style="list-style-type: none"> <li>• Clinical Psychology Services, Harrogate</li> <li>• Clinical Psychology Services, Northallerton</li> <li>• Clinical Psychology Services, Scarborough</li> </ul>	Harrogate Locality Hambleton and Richmondshire Scarborough Locality
Substance Misuse <ul style="list-style-type: none"> <li>• Harrogate Alcohol Team</li> <li>• Northallerton Substance Misuse Team</li> </ul>	Harrogate Locality Hambleton and Richmondshire
<b>LEARNING DISABILITIES (LD)</b>	
LD Community Teams <ul style="list-style-type: none"> <li>• Craven LD Community Team</li> </ul>	Craven
<ul style="list-style-type: none"> <li>• Harrogate LD Community Team</li> </ul>	Harrogate Locality
<ul style="list-style-type: none"> <li>• Northallerton LD Community Team</li> </ul>	Hambleton and Richmondshire
<ul style="list-style-type: none"> <li>• Scarborough LD Community Team</li> </ul>	Scarborough Locality
<b>INTEGRATED SERVICES</b>	
<ul style="list-style-type: none"> <li>• Mental Health Social Services at Belmont Road Day Centre in Harrogate (North Yorkshire County Council)</li> </ul>	Harrogate Area
<ul style="list-style-type: none"> <li>• Youth Justice Service, including CAMHS health workers</li> </ul>	North Yorkshire

**Leeds Partnership NHS Foundation Trust**  
(From November 2011)

<b>CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS)</b>	<b>Locality specific or pan-North Yorkshire and York</b>
CAMHS Services – Lime Trees Child, Adolescent and Family Unit <ul style="list-style-type: none"> <li>• Primary Mental Health Service</li> <li>• Community Mental Health Team (CMHT)</li> <li>• Learning Disability Team</li> </ul>	Selby , York, Easingwold, Tadcaster Locality
• Inpatient Unit	Pan NYY
National Deaf CAMHS Service	North West, North East and Yorkshire and Humber SHA areas
<b>OLDER PEOPLE'S MENTAL HEALTH SERVICES</b>	
Cherry Tree House Older People's Day Services	East Sector of York locality
Community Units for the Elderly <ul style="list-style-type: none"> <li>• Meadowfields Community Unit for the Elderly, including day services</li> </ul>	West Sector of York Locality
• Mill Lodge Community Unit for the Elderly, including day services	North and East Sectors of York and Easingwold Locality
• Peppermill Court Community Unit for the Elderly (Challenging Behaviour Unit)	Selby , York, Easingwold, Tadcaster Locality
• Worsley Court Community Unit for the Elderly, including day services	South Sector of Selby and York Locality
Elderly Assessment Unit at Bootham Park Hospital	Selby , York, Easingwold, Tadcaster Locality
Community Mental Health Teams for Older People (CMHTOPs) <ul style="list-style-type: none"> <li>• North CMHTOP</li> </ul>	North sector of York Locality
• The Oaks CMHTOP	Easingwold locality
• South CMHTOP	South Sector of Selby and York Locality
• East CMHTOP	East sector of York Locality
• West CMHTOP	West Sector of Selby and York Locality
<b>ADULT AND SPECIALIST MENTAL HEALTH SERVICES</b>	
Early Intervention in Psychosis Service	Selby , York, Easingwold, Tadcaster Locality
Intensive Home Treatment Team	Selby , York, Easingwold, Tadcaster Locality
Primary Care and Counselling	Selby , York, Easingwold, Tadcaster Locality
Community Mental Health Teams (CMHT) <ul style="list-style-type: none"> <li>• East CMHT</li> </ul>	East Sector of York Locality
• North CMHT	North Sector of York and Easingwold Locality
• South CMHT	South Sector of York and Selby Locality
• West CMHT	West Sector of York Locality
Inpatient Wards at Bootham Park Hospital <ul style="list-style-type: none"> <li>• Wards 1</li> <li>• Ward 2</li> <li>• Ward 3</li> </ul>	Selby , York, Easingwold, Tadcaster Locality
Rehabilitation and Recovery Services <ul style="list-style-type: none"> <li>• Acomb Garth Inpatient Rehabilitation Unit</li> <li>• Community Rehabilitation Team at The Driveway</li> <li>• Supported Housing</li> </ul>	Selby , York, Easingwold, Tadcaster Locality
Assertive Outreach Service	Selby , York, Easingwold, Tadcaster Locality
Psychology Services <ul style="list-style-type: none"> <li>• Clinical Psychology Services</li> </ul>	Selby , York, Easingwold, Tadcaster Locality
• Improving Access to Psychological Therapies (IAPT)	Pan NYY
• IAPT Services for Vulnerable Veterans and Adult Dependents	Catterick Garrison
• Eating Disorders Service	Pan NYY
• St Andrews Specialist Therapy Service	Pan NYY
• Cognitive Behavioural Therapy Service (CBT)	Pan NYY

Substance Misuse <ul style="list-style-type: none"> <li>Community Alcohol Team (CAT)</li> <li>Integrated Drug Treatment System (IDTS)</li> </ul>	Selby , York, Easingwold, Tadcaster Locality Local prisons
Forensic Mental Health Services <ul style="list-style-type: none"> <li>Clifton House Forensic Inpatient Unit</li> <li>Forensic Hostels</li> </ul>	Pan NYY
<ul style="list-style-type: none"> <li>Forensic Community Psychiatric Nurses and Prison In Reach</li> </ul>	Pan NYY Inreach to local prisons
<b>LEARNING DISABILITIES (LD)</b>	
LD Inpatient Units (Adult) <ul style="list-style-type: none"> <li>Oak Rise</li> <li>White Horse View</li> </ul>	York and Harrogate Pan NYY
LD Community Teams	Selby , York, Easingwold, Tadcaster Locality
<b>INTEGRATED SERVICES</b>	
<ul style="list-style-type: none"> <li>Community Recovery Services at Sycamore House and 22 The Avenue (City of York Council)</li> </ul>	City of York area
<ul style="list-style-type: none"> <li>Youth Justice Service including CAMHS health workers</li> </ul>	City of York locality

## **Commissioning of Services Across North Yorkshire and York**

NHS North Yorkshire and York will continue to manage complaints relating to the Commissioning of Services after April 2011.

All complaints received by NHS North Yorkshire and York will continue to be handled in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. This means that all staff working for the NHS have a legal duty to keep information about you confidential and all personal information you provide to the existing organisation or the new provider will be used in strict confidence within the NHS Code of Confidentiality. All information will be handled appropriately, guaranteeing your rights to privacy in accordance with common law and regulations, ie: Data Protection Act.