



PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system dealing with complaints. Our complaints system meets national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible – ideally within a matter of days if possible – because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have the problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Deputy Practice Manager. Alternatively you may ask for an appointment with the Deputy Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are specific as possible about your complaint.

What we will do

We will acknowledge your complaint within 3 working days of receiving it and aim to have looked into your complaint within 6 Months or earlier, depending in the nature of the complaint. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure that you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of a medical problem) of providing this.

Complaining to NHS England

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.

To contact NHS England **NHS England**

By Post
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

Please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

If you are unhappy with the outcome of any complaint may you wish to contact

PALS (Patient Advice Liaison Service) 02075662325

NHS Complaints advocacy on 0300 330 5454,

The Parliamentary Health Ombudsman (PHSO), Millbank Tower, Millbank, London SW11P 4QR, Tel: 03450154033. Email phso.enquiries@ombudsman.org.uk



COMPLAINT FORM

Complainant Details

Name:

Address:

Patient's details (if different from above)

Name:

Address:

Date of Birth:

Usual Doctor:

Details of the complaint (including dates & persons involved):

Complainant's Signature:

Date:

Continue overleaf

Complaints Procedure Last reviewed on 30th March 2012

Use a separate page if needed



COMPLAINT FORM

Where the complainant is not the patient

Where the complainant is not the patient

I, _____ agree with the complaint made on the other side of this form and have given my permission for _____ to make this complaint on my behalf. I agree that the practice may disclose confidential information made about me to _____, but only in as much as it is necessary to answer the complaint.

Patient's Signature:

Date:

Name & Address

Continue overleaf
Use a separate page if needed

Complaints Procedure Last reviewed on 30th March 2012