

COMPLAINTS PROCEDURE FOR PATIENTS

Our complaints procedure is designed to be as patient focused as possible and investigate complaints effectively and efficiently. It can be a two stage process.

1. Local Resolution

What to do if you need to make a formal complaint

We make every effort to provide high standards of care and the best service possible to all of our patients. However there may be a time when you feel that you have a genuine cause to make a complaint. If a problem arises we would like to be able to find out what the problem is and, if possible, solve it and improve the way we work in future.

Our Aim

The aim of the Complaints Procedure is:

- To help you put across your views of what has gone wrong.
- To give an example of what has happened and, where appropriate, apologise.
- To ensure that we use the information gained to improve our standards of care.

Receipt of Complaints

The Practice may receive a complaint made by a patient or former patient, who is receiving or has received treatment at the Practice, or by someone on behalf of a patient (with his/her consent).

When the patient is a child, the complaint can be made by:

- The parent(s), guardian(s) or other adult who may have care of the child.
- By a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989.

When the patient is incapable of making the complaint, the complaint can be made by a relative or other adult who has an interest in his/her welfare. We may ask for written consent from the patient wherever possible.

Time Scale

Your complaint can be made within 12 months from the date on which the matter occurred, or from the date when the matter came to the attention of the complainant.

- If you complain in person, the member of staff who handles the initial contact will establish whether it is a simple matter which can be resolved straight away. If it cannot be resolved there and then or if you telephone with your complaint, you will be put in contact with the Operational Manager, Christine Young or the Business Practice Manager, Andrea Shiner.
- If the complaint is unresolved at the initial contact, you will be given a copy of this procedure and will be referred to a manager as above. If your complaint is still not resolved you should make your complaint in writing. Please write to the Operational Manager, Christine Young stating the facts surrounding the complaint and the nature of the complaint.
- We will acknowledge your complaint within 3 working days.
- An investigation of the facts surrounding your complaint will be undertaken.
- After the investigation, we will contact you with the outcome.
- The response to the complaint will normally include:
 - A summary of the complaint
 - The key areas of concern
 - A summary of the investigation
 - The outcomes and appropriate actions
 - Details of what we have done to avoid the incident happening again and any improvements that have been made following the investigation
 - What to do if you are still not happy with the possible outcomes
 - Details of conciliation services

Confidentiality

All complaints are treated confidentially and are anonymised. The fact that you have complained will not be recorded on your medical records.

You can get help to make your complaint. If you would like support, the NHS advocacy service is a free, confidential service which is totally independent of the NHS. The service is provided by your local authority and can be contacted on:

Telephone 0808 808 5252 or access <https://www.thecareforum.org/advocacy>

Email NHScomplaints@thecareforum.org.uk

What to do if you are not satisfied?

We sincerely hope that your complaint or concerns will have been satisfactorily dealt with through our in-house Complaints Procedure. If, however, you would prefer not to contact us in the first instance, you may wish to contact the Customer Contact Centre of NHS England on:

Telephone 0300 311 22 33

Email England.contactus@nhs.net

Post NHS Commissioning Board, PO Box 16728, Redditch, B97 9PT

2. Second Stage Resolution

In all complaints, the second stage of the NHS complaints process remains to ask the Parliamentary and Health Service Ombudsman to review the complaint. This is an established independent body which provides a public service by undertaking independent investigations into complaints. Please be aware that this should be done within six months of receipt of this letter. Their contact details are as follows:

Telephone 0345 015 4033

Email phso.enquiries@ombudsman.org.uk

Post Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP