

Practice Complaints Procedure Leaflet

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

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 or at most a few weeks – 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 happening or you becoming aware of the matter.

Complaints should be addressed to the Practice Manager in person or writing or to any of the partners. Alternatively, you may ask for an appointment with the Practice Manager 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 as specific as possible, about your complaint.

What we shall do

We shall acknowledge your complaint within three working days. We shall ensure that we have a good understanding of your concerns and will agree with you how you wish to be kept informed of progress; what outcome you would like and a timescale for responding to your complaint. We shall act efficiently to investigate your complaint fully and then respond to you in the way we have agreed.

We work with the Health Service Ombudsman's principles of:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

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 somebody else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed if they are over 16 years of age, unless they are too ill to do this.

Complaining to NHS England

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if you wish, you may contact NHS England.

By post - NHS England, PO Box 16738, Redditch, B97 9PT

Email - england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

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

You may wish to take advice from ICAS

Independent Complaints Advisory Service (ICAS)

Jennens Road
Aston Science Park
Birmingham
B7 4EJ

Telephone 0300 456 2370

ICAS provides advocacy support to people who wish to make a complaint about the service that they have received from the NHS.

If you are not satisfied with the results from your complaint, you may take your case to the Health Service Commissioner, known as The Ombudsman.

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP

www.ombudsman.org.uk

Complaints helpline- 0345 015 4033 8.30am to 5.30pm Monday to Friday

Fax - 0300 061 4000

Email – phso.enquiries@ombudsman.org.uk

Reviewed Apr 2014