

## Comments, Complaints and Suggestions Patient Information Leaflet

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

### **MAKING A COMPLAINT**

You have two options available you; raise the complaint with the Practice or raise the complaint with the Primary Care Trust.

#### **Option One – Raise the Complaint with the Practice**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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

The Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to the Practice Manager

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible

#### **What we will do**

Our complaints procedure is designed to make sure that we resolve any complaints as quickly as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we will aim to:

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

In responding to complaints we may need to provide information about the patient and/or the treatment received to our insurers or legal advisors. When providing information to these third parties, personal information that could identify or help to identify the patient concerned will be removed or blanked out.

When the investigations are complete your complaint will be determined and a final response sent to you.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **Complaining on behalf of someone else**

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. We require written consent from the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

A third party consent form is available from reception.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

### **Option Two - Raising your complaint with the NHS Commissioning Board (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 the 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. Contact the:

**Tel no:** 0300 311 22 33

**E-Mail:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Address:** NHS England  
PO Box 16738  
Redditch  
B97 9PT

## **WHAT YOU CAN DO NEXT**

If you remain dissatisfied with the responses to your complaint from either the Practice or the NHS Commissioning Board, you have the right to ask the Health Service Ombudsman to review your case.

You can contact them on **0345-015-4033**, or write to them at:

**The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
LONDON  
SW1P 4QP**

Website - [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **HELP US GET IT RIGHT**

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.