

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 the NHS system for dealing with complaints, in line with the national criteria.

How to complain

We hope that most problems can be sorted out quickly and easily, 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 the 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 the details of your complaint:

- within six months of the incident that caused the problem or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints should be addressed to Mrs J Elsegood the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with Mrs Elsegood in order to discuss your concerns. We will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It may be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge receipt of your complaint within 2 working days and aim to have looked into your complaint and responded within 10 working days of the date when you raised it with us. 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 shall aim to:

- give you a choice as to how your complaint should be investigated
- find out what happened or 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 avoid the problem occurring again

Complaining on behalf of someone else

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

The role of the patients' association

The practice has for many years enjoyed the support and assistance of the patients' association. The association acts a conduit and an intermediary for patients' complaints and suggestions. Patients who wish to continue to use the association may do so without affecting their right to have their complaint dealt with by any other means referred to in this document. You are asked however to have regard to the time constraints needed, to ensure that a complaint can be considered, whilst the people concerned have a reasonable recollection of the events. If a patient wishes, the association will preserve their anonymity and present the issue on their behalf.

Contact details for the association are as follows

Helpline: 0845 608 4455 Email: helpline@patients-association.com

The Patients Association, PO Box 935, Harrow, Middlesex HA1 3YJ

Website: www.patients-association.com

T: 020 8423 9111 F: 020 8423 9119 E: helpline@patients-association.com

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 current practice. This does not however, affect your right to approach NHS England – contact details below

By Post

NHS England
PO Box 16738
Redditch
B97 9PT

By email

England.contactus@nhs.net

By telephone

0300 311 2233

If, however, your complaint is not resolved satisfactorily you may like to contact the Ombudsman helpline on 0345 015 4033, 8:30am - 5:30pm, Monday – Friday

Complaints about patients

The practice will do all it can to provide the very best service however patients who abuse or seek unreasonably to manipulate the service or who display aggressive or rude behaviour towards the doctors or their staff, may be the subject of an investigation under this procedure.