

COMMENTS, COMPLAINTS AND SUGGESTIONS

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

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 and not later than the next working day.

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.
- However discretion can be used if you have good reason for a delay in complaining and if it is still possible to investigate the complaint fairly and effectively.

The Practice Manager, Linda Deabill, 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 Sarah Fiddes, Patient Liaison Lead.

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

What we will do:

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

We shall acknowledge your complaint and offer to discuss the matter within 3 working days and aim to have looked into your complaint fairly and effectively. 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:

- 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 you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail; either in person or confirmed in writing.

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, the practice must be satisfied that there are reasonable grounds for this method of representation and that the third party is genuinely acting in the best interests of the individual. If the practice is not satisfied that this is the case, we will inform the representative in writing, stating the reasons for this decision.

What you can do next:

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 the local Area Team for NHS England if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint.

Public queries, complaints and FOIs relating to any of these services must be referred to the Customer Contact Centre (CCC). There will be local input into the resolution process via review and sign off from the Area Team.

Contacts will be received via telephone, email, and postal communications channels, which will be accessible as follows:

Email: england.contactus@nhs.net
Telephone: 0300 311 22 33
Address: NHS ENGLAND
PO BOX 16738
REDDITCH
B97 9PT

The service will operate Monday to Friday, 08.00 – 18.00, excluding Bank Holidays.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can write to them at The Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Telephone 0845 015 4033 or fax – 020 7217 494

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.

Comments and Suggestions

We value the comments and suggestions of our patients. We use them to review the service we provide and they can enable us to make improvements.

Our Staff are here to help. You may wish to discuss your concern with a member of staff, or you may prefer to record your suggestion on one of the Patient Comment Forms. These can be found in reception. Just fill it in and place it in the box provided. Please remember to include your name and address if you would like a written response.