



POLICY NAME:	COMPLAINTS POLICY
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POLICY AUTHOR:	KAREN JONES
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APPLIES TOO:	ALL STAFF

How patients can make a formal complaint

November 2022

This document sets out the surgery policy for information to be given to patients who are wishing to make a formal complaint

Policy Statement

We recognise that we may not always get things right however we take seriously any complaints received and we will acknowledge a complaint with 3 working days, investigate and respond with our findings within 30 working days.

Making a formal complaint

Most problems can be sorted out quickly and easily at the time they arise with the person concerned directly and this is the approach most patients prefer to try first

Where a patient has a concern that they are not able to resolve in this way and they wish to make a formal complaint they should do so in writing to the Assistant Practice Manager as soon as possible after the event.

A complaint needs to ideally include details of:

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- What happened?
 - When?
 - Who was involved?
 - The reason the patient feels that this was a problem or that something should have been handled differently
 - What is the outcome the patient is looking for?
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Patients can email their complaint in to www.post.leighview@nhs.net, they can drop a written complaint into the reception team, or they can post a written complaint FAO Assistant Practice Manager, Leigh View Medical Practice, Bradford Road, Tingley, WF3 1RQ

Timescales

Ideally, all complaints should arrive at the practice within a few days of the incident as this helps to establish what happened more easily. In any event, this should be

Within 12 months of the incident

Or

Withing 12 months of the patient discovering that they have grounds for a complaint.

What happens next

Leigh View Medical Practice will investigate complaints as soon as possible. There are several sources of information available including, listening to calls, audit of computerised medical records as well as statements from all the team involved.

The patient will usually receive a formal reply in writing either via email or post. If the matter is likely to take longer than the 30 days, we will let the patient know and keep them informed of the investigation progress.

Once the investigation is complete a final response will be sent to the patient. If a patient remains unhappy with the response and local investigation, details of the organisations they can escalate their concerns will be included in the response.

What happens next if a patient remains unhappy?

Our intention is to try and resolve the complaint or any concerns with the patient. If we cannot reach an agreement after going through the internal formal complaints process, we would advise the patient of the options available to them. The Ombudsman and or NHS England would usually expect the patient to explore options with the practice before contacting them, however this is not mandatory.

The Ombudsman can review the complaint, was it investigated correctly, how was the complaint handled at the practice within 12 months of the outcome

Ombudsman

Website; www.ombudsman.org.uk

Tel: 0345 015 4033 or

Write to; The Parliamentary and Health Service, Ombudsman, Millbank Tower, Millbank, London SW19 4QP

NHS England

Tel; 0300 311 22 33

Email: England.contactus@nhs.net

Write to: NHS England, PO Box 16728, Redditch B97 9PT

Advocacy

Advonet provides a free and confidential advice and support service to people who have a complaint regarding services provided by the NHS. These can be contacted on 0113 244 0606

Management

All complaints are recorded and kept on the practice data base and reviewed by all the team

on an annual basis in a planned Thursday meeting.

As part of the practices ongoing commitment to improve the services we provide any areas of learning will be shared with the whole team