



## **COUNTESTHORPE HEALTH CENTRE**

### **PATIENT INFORMATION ABOUT THE COMPLAINTS PROCEDURE**

#### **INTRODUCTION**

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. Our complaints system meets national criteria, specifically the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Complaints record handling is confidential to the practice. All correspondence and complaints records are filed separately from patients' records and not recorded on medical records.

#### **MAKING A COMPLAINT**

We hope that most causes of dissatisfaction that require a response 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 easy 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 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 it is within 12 months of the incident.

The Practice Manager, Mrs Isobel Wells, is the Complaints Manager. She will explain the procedure to you and make sure your concerns are dealt with promptly. Dr Pearce is the Investigating Partner who will deal directly with any complaints that are clinical in nature. A deputy will be designated if the complaint is against the Investigating Partner. Dr Pearce oversees all complaints and ensures that any necessary action is taken as a result of the complaint.

You can make your complaint:

**In person** - ask to speak to a manager

**In writing** - some complaints may be easier to explain in writing. Please give as much information as you can and send your complaint to the practice for the attention of the practice manager.

#### **WHAT WE SHALL DO**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and discuss with you an appropriate timescale to have looked into your complaint. If the complaint is complex, (for

example, we may need to obtain reports from several different individuals or organisations) this will take longer than if we are investigating a single issue.

When we look into a complaint we shall aim to:

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

Once we have dealt with a complaint we will not continue to respond to any repeated complaints from the same individual about the same issue unless any new information is brought forward.

### **COMPLAINING ON BEHALF OF SOMEBODY ELSE**

We keep strictly to the rules of medical confidentiality, so if you are complaining 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 (because of illness) of providing this.

### **ALTERNATIVES**

We believe that our practice complaints procedure gives us the best chance of putting right whatever has gone wrong and is an opportunity to improve our practice. However if you feel you cannot approach the practice directly, you can register an official complaint with the complaints team at the Leicester, Leicestershire and Rutland Integrated Care Board (ICB).

You can do this by:

- Telephone: 0116 295 7572
- Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)
- Writing to the complaints manager at:

Corporate Governance Team, NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB), Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB

Additionally you may obtain advice and support from the NHS Complaints Advisory Service:

POhWER, PO Box 14043, Birmingham B6 9BL Telephone 0300 200 0084

If you remain dissatisfied with the response to your complaint you have the right to ask the Ombudsman to review your case.

The Ombudsman can be contacted by telephone at 0345 015 4033, by e-mail at [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or by post at The Parliamentary Health Service Ombudsman, Citygate, 51 Mosley St, Manchester M2 3HQ. Alternatively you can use the Ombudsman's website at <https://www.ombudsman.org.uk/making-complaint>.

### **Help us to get it right**

We constantly try to improve the service we offer. Please let us know if you think we have done something well of if you have any suggestions as to how we can do something better.

**Countesthorpe Health Centre, Central Street, Countesthorpe, Leicester. LE8 5QJ  
Tel 0116 277 6336**