

Grimethorpe Surgery

PRACTICE COMPLAINTS PROCEDURE

Procedure Written by	
Review	Annually
Responsibility for review	Doctors, Nurses or Practice Manager
Review dates	Reviewed by
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Grimethorpe Surgery

INTRODUCTION

This procedure sets out the Practice's approach to the handling of complaints and is intended as an internal guide which should be made readily available to all staff. A leaflet for patient use is given at [Appendix A](#).

PROCEDURE

1. General provisions

The Practice will take reasonable steps to ensure that patients are aware of:

- (a) The Complaints Procedure;
- (b) The role of NHS England (South Yorkshire and Bassetlaw) Oak House, Moorhead Way, Bramley, Rotherham, S66 1YY and other bodies in relation to complaints about services under the contract; and
- (c) Their right to assistance with any complaint from independent advocacy services

The Practice will take reasonable steps to ensure that the complaints procedure is accessible to all patients

2. Receiving of complaints

The Practice may receive a complaint made by, or (with his/her consent) on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice, or:

- (a) Where the patient is a child:
 - (i) By either parent, or in the absence of both parents, the guardian or other adult who has care of the child,
 - (ii) By a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989; or
 - (iii) By a person duly authorised by a voluntary organisation by which the child is being accommodated
- (b) Where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare

Grimethorpe Surgery

3. Period within which complaints can be made

The period for making a complaint is:

- (a) Six months from the date on which the event which is the subject of the complaint occurred; or
- (b) Six months from the date on which the event which is the subject of the complaint comes to the complainant's notice (provided that the complaint is made no later than 12 months after the date of the event).

GPs and / or complaints managers have the discretion to extend the time limits if the complainant has suffered particular distress that prevented them from acting sooner. When considering an extension to the time limit, it is important that the GP or manager take into consideration that the passage of time may prevent an accurate recollection of events by the clinician concerned or by the person bringing the complaint. The collection of evidence, Clinical Guidelines or other resources relating to the time when the complaint event arose may also be difficult to establish or obtain. These factors may be considered as a suitable reason for declining a time limit extension.

4. Complaints handling

The practice will nominate:

- (a) The Practice Manager is responsible for the operation of the complaints procedure and the investigation of complaints; and
- (b) A Partner, or other senior person associated with the practice, to be responsible for the effective management of the complaints procedure and for ensuring that action is taken in the light of the outcome of any investigation

5. Action upon receipt of a complaint

Complaints may be received either verbally or in writing and must be forwarded to the Complaints Officer (or his/her stand-in if the Complaints Officer is unavailable), who must:

- acknowledge in writing within the period of three working days beginning with the day on which the complaint was made or, where that is not possible, as soon as reasonably practicable.
- ensure the complaint is properly investigated
- within the period of 20 working days beginning with the day on which the complaint was received by the Complaints Officer where that is not possible, as soon as reasonably practicable, the complainant must be given a written statement of the investigation and its conclusions or, where this is not possible, an update

Reviewed 20/12/23

Review due 20/12/24

Grimethorpe Surgery

6. Review of complaints

Complaints received by the practice will be reviewed to ensure that learning points are shared with the whole practice team:

- complaints received during the month will be reviewed at meetings of practice staff to ensure any actions required are put into practice.
- A full review of all complaints will be carried out annually to identify any trends or additional actions/learning points.

7. Confidentiality

All complaints must be treated in the strictest confidence.

Where the investigation of the complaint requires consideration of the patient's medical records, the Complaints Officer must inform the patient or person acting on his/her behalf if the investigation will involve disclosure of information contained in those records to a person other than the Practice or an employee of the Practice.

The practice must keep a record of all complaints and copies of all correspondence relating to complaints, but such records must be kept separate from patients' medical records.

8. Further Information

[Practice Complaint leaflet](#)

[Practice Complaint form](#)

Grimethorpe Surgery

You can submit your concerns or complaints to:

Practice Manager
Grimethorpe Surgery
Off Acorn Way
Grimethorpe
Barnsley
S72 7NZ
Tel: 01226 716809

NHS South Yorkshire
Telephone: 0114 305 1000
Email: syicb-sheffield.icbcomplaints@nhs.net
Website: <https://southyorkshire.icb.nhs.uk/contact-us>
This service has taken over complaints handling from NHS England from 1 July 2023.

To complain about a UK government organisation or the NHS in England you can also contact:

The Parliamentary and Health Service Ombudsman

- Visit their 'Making a complaint page':
- Call their Customer Helpline on 0345 015 4033. Please note the helpline is currently open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates.
- If you use BSL, you can use their SignVideo service: <https://www.ombudsman.org.uk/accessibility/if-you-are-deaf-or-hard-hearing/our-signvideo-interpreting-service> to talk to them.
- You can find more on their website: <https://www.ombudsman.org.uk/>

Reviewed 20/12/23
Review due 20/12/24

Grimethorpe Surgery

The Grimethorpe Centre
Off Acorn Way
Grimethorpe
Barnsley
S72 7NZ
Tel: 01226 716809

The Cudworth Centre
Carlton Street
Cudworth
Barnsley
S72 8SU
Tel: 01226 707110

PATIENT INFORMATION LEAFLET

Comments, Suggestions & Complaints

Listening *** Acting *** Improving



Grimethorpe Surgery

COMMENTS, SUGGESTIONS AND COMPLAINTS

We value patient comments and suggestions. We have a box in the waiting area where patients can post any ideas which will help with service provision at the practice.

If you have a complaint or concern about the service you have received from any of the doctors or any of the staff working at the practice please let us know. We operate a Practice Complaints Procedure. This practice procedure does not deal with questions of legal liability or compensation.

TWO OR MORE ORGANISATIONS

If your complaint involves two or more organisations, you will receive single co-ordinated responses from the practice and the other organisation/s.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to rules of medical confidentiality. If you are complaining on behalf of someone else, (*other than a child or person who is incapacitated*) we must know that you have his or her permission to do so. We will require written consent from the patient concerned.

HOW TO COMPLAIN

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 formal 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 the details of your complaint within **6** months of the incident that caused the problem or within **6** months of becoming aware of the matter to be complained about, provided this is within **12** months of the incident.

Complaints should be addressed to the Practice Manager or any of the Doctors. Alternatively, you may ask for an appointment with the

Practice Manager to discuss your concerns, she will explain the complaints procedure and make sure that your concerns are dealt with promptly. If you prefer you can contact NHS South Yorkshire instead.

WHAT WE SHALL DO

Acknowledge the complaint within 3 working days, verbally, or in writing and aim to have investigated your complaint within 20 working days of the date you raised it with us. We shall then be able to offer you an update, explanation, or a meeting with the people involved.

When we consider your complaint, we will aim to:

- Find out what the issues are which led to your complaint.
- Make it possible for you to discuss the problem/s with those concerned if you wish to do so.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem does not happen again.
- Above, all make sure you are 'kept in the loop' and updated throughout the complaints process.
- At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.
- There may be a delay in the acknowledgement of or response to your complaint during illness or holiday times.

IF YOU REMAIN UNHAPPY WITH OUR RESPONSE

If you remain unhappy with the response from the practice you can ask for mediation by NHS England or alternatively, request The Parliamentary and Health Service Ombudsman to review the matter. Details of the various contacts are on the next page.

Reviewed 20/12/23

Review due 20/12/24

Grimethorpe Surgery

Complaint Form

This practice has a formal complaints procedure. In order to ensure that every complaint receives fair and prompt attention, please complete the form below. Please note, if you are raising concerns about someone other than yourself, we require that person's signed consent before we can release any information regarding this person and his/her care.

Complainants Details:	
Name:	Address:
Does this complaint/concern relate to you? Yes/No - please get signed consent of the person this relates to if 12 or over.	Tel no: Mobile:
Signature:	Date:
Patient details (where different from above)	
Name:	Date of Birth:
Address:	Tel no: Mobile:
I authorise _____ (name of person raising the complaint/concern) to raise this complaint/concern on my behalf, and I agree the practice may disclose confidential information about me I have provided to the practice (only in as far as this is necessary to answer this complaint/concern) to the person raising the complaint/concern on my behalf.	
Patient's name:	Patient's signature:
Date:	

Please continue overleaf for the details of your complaint/concern:

Grimethorpe Surgery

Details of the complaint/concern

Please include the date of the event(s), persons involved, to help us investigate and address your complaint/concern properly.

(continue on a separate sheet if necessary)

What outcome do you hope for?