



Complaints Procedure

Version	Date	Approved By	Review Date
1	May 2022	Katie Turner	May 2023
2	May 2023	Katie Turner	May 2024

As a practice will endeavour to deal with any complaint made by a legitimate person against the services provided at Blyth Road Medical Centre.

We will take appropriate action if the investigation has uncovered unsatisfactory, unfair, inappropriate or unacceptable treatment and care or attitude and/or manner. We will investigate any concerns raised with the member of staff or the Clinician concerned with a view to responding to the concerns raised and to ensure that where possible this does not happen again. A written reply will be sent to the complainant.

If a person wishes to make a complaint the following should be followed.

- If a person has a complaint or concern about the service they have received from the doctor or any member of staff they should write to the Practice Manager.
- Complaints can be made twelve months from the date on which the matter that is subject of the complaint, came to the notice of the complainant. If there are good reasons for not having made the complaint within the above timeframe and, it is still possible to investigate the complaint effectively and fairly, the practice may decide to still consider the complaint.
- If the complainant is not the patient, then third party consent must be obtained before the investigation commences unless the patient is a minor, in which case the complainant should be the parent or guardian.
- An acknowledgement or full reply to your complaint will be sent within 3 working days
- The Practice Manager will carry out an investigation, which may involve listening to phone calls, talking to any clinician or staff involved and requesting a statement from these persons if necessary.
- The Practice Manager will draft a response which will be discussed with those concerned and checked for accuracy.
- If the complaint can't be addressed within 3 working days, the Practice Manager will send acknowledgement and then provide a full response to the complaint within 20 working days
- The complainant will be informed that they can also contact a service called Healthwatch who can help with any support that is required and help patients receive the best quality health and social care services in Rotherham. Healthwatch will provide advice, support and information on local services, including support to individuals who wish to have advice on complaints processes, via a complaints advocacy function. Healthwatch is based at 33 High Street, Rotherham S60 1AP Tel: 01709 717130 email: info@healthwatchrotherham.org.uk Opening times Mon – Fri 9.30 – 4.30, Sat 10.00am – 2.00pm.
- Where local resolution is not possible the complaint can be registered with the NHS England Customer Contact Centre by post at NHS England P O Box 16738, Redditch, B97 9PT, by telephone 01300 311 22 33 (Mon – Fri 8.00am – 6.00pm excluding Bank Holidays) or by email: England.contactus@nhs.net with 'For the attention of the Complaints Manager' in the subject line.
- Where a complaint cannot be resolved through the conclusion of the NHS Complaints Procedure the Parliamentary and Health Service Ombudsman can be asked to review the case at the next level. The Health Service Ombudsman is independent of both Government and the NHS and can be contacted at Millbank Tower, London SW1P 4QP – Telephone 0345 015 4033.