

Thistlemoor Medical Centre

Practice complaints procedure - Patient Information Leaflet

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 a NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned. 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 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 6 months of the incident that caused the problem;
- or Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints may be addressed to any of the doctors. Alternatively, you may ask for an appointment with the complaints manager Ms. Paulina Janczura in order to discuss your concerns. She will explain the procedure to you and will make sure that your concerns are dealt with promptly. It will be helpful if you are as specific as possible.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 30 days of the date when you raised it with us. We shall then be in 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
- if you like, make it possible for you to discuss the problem with those concerned
- make sure you receive an apology, where this appropriate:
- identify what we can do to make sure the problem doesn't happen again

Complaining on the behalf of someone else

Please note that we keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

You can also contact your local integrated care board (ICB). For ease, here is the link to our <https://www.cpics.org.uk/patient-experience-team> complaints webpage.

