

If you are unhappy with an NHS service, it is worthwhile discussing your concerns early on with the service as they may be able to sort the issue out quickly. Most problems can be dealt with at this stage but in some cases, you may feel more comfortable speaking to someone not directly involved in your care. The following information may be of help for you.

The Patients Association

The Patients Association is an independent charity, which believes that everyone should be able to rely on high quality health and social care services when they are in need. If you would like to talk about any concerns you may have, they can help you decide what you want to happen as a result of your complaint. Their Helpline number is 020 8423 8999. <https://www.patients-association.org.uk/>

NHS England

PO Box 16738, Redditch B97 9PT
Tel: 0300 31122 33
Email: england.contactus@nhs.net

The Parliamentary and Health Service Ombudsman

If you are not happy with the response you have received about your complaint, you can refer it to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on: 0345 015 4033
Email: PHSO.enquiries@ombudsman.org.uk
or complete the online form at www.ombudsman.org.uk/making-complaint

NHS Complaints Advocacy Services England

NHS Advocacy services can support you and talk you through the complaints process, helping with correspondence and attending meetings. Services are based in each local council area. To find your local service, you can call them on:
Telephone: **0300 330 5454**

POhWER (ICAS)

Independent Complaints and Advocacy Service

This is a charity that provides an information, advocacy and advice service, across England offering direct and local support via professionals and volunteers. The independent, free service reaches individuals struggling with particular challenges in their lives and includes assisting with those who have concerns about their NHS Care or treatment. Further information can be found at:

Tel: 0300 456 2370; Minicom: 0300 456 2364
Text: send the word 'POhWER' with your name and number to 81025. Email: pohwer@pohwer.net
Fax: 0300 456 2365 www.pohwer.net

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on
Tel: 03000 616161
www.cqc.org.uk

Complaining on behalf of someone else

THORPEWOOD MEDICAL GROUP keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. Notification of signed consent by the person concerned will be required unless they are incapable of providing this due to illness or disability.

THORPEWOOD MEDICAL GROUP

"Your Well-Being is Our Concern"

Comments, Compliments, Concerns or Complaints

LET THE PRACTICE KNOW YOUR VIEWS

DOCTORS

Dr Richard Hampsheir
Dr Suraj Ranasinghe
Dr Ike Nnene
Dr Kara Dawson
Dr Giannina Pattra-Baxter

Please Take a Copy
(Revised August 2021)

Name: _____

Address: _____

Telephone: _____

Date of complaint/ comment: _____

Details: _____

THORPEWOOD MEDICAL GROUP is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive and this leaflet explains how you can do this. **Tell us what we do best, where we don't meet your expectations plus any ideas or suggestions you may have. By listening to you the practice can continue to build and improve upon the service it offers.**

- Could you easily get through on the telephone?
- Were you seen within 20 minutes of your scheduled appointment time?
- Did you find our staff helpful and courteous?

1. Speak to a member of staff.
2. Complete the form on this leaflet and place in the box provided at Reception.
3. Visit www.patientopinion.org.uk to share your experiences of any UK health services. They will then be passed to the right people to make a difference to help improve services.
4. Your experiences can also be shared at www.nhs.uk via the 'Comments' box.

If you do have a complaint about the service you have received from a member of staff working in this practice, please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints and this meets national criteria. This is called **Local Resolution**. In the first instance please discuss your complaint with the staff member concerned. If the issue cannot be resolved at this stage, please contact: Claire Barber, Reception Lead or Cat Staff, Operations Manager, who will try

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- The practice will acknowledge your complaint within five working days and aim to have looked into your complaint within 21 working days of the date you wrote to us. At this stage you should be offered an explanation or a meeting with the person(s) involved.

- Ascertain the full circumstances of the complaint.
- Make arrangements 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 the practice can do to make sure the problem does not happen again.
- Resolve the matter to your satisfaction.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.