

Annual Review of Patient Complaints and Suggestions

1. The practice undertakes an annual review of all patient complaints and suggestions to ascertain general learning points which are shared with the team. There is a general suggestion box located at the reception area.
2. The suggestion box is emptied weekly by the receptionist and handed to the Practice Manager. Any feedback/complaints are discussed and actioned in Practice meeting.

Greengate Medical Centre Complaints Handling Policy

Greengate Medical Centre views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint, and to implement the change for the betterment.

Our Vision and Method:

1. Fair, open and transparent:

- To provide a fair, open and transparent complaint procedure which is clear and easy to use for anyone wishing to make a complaint.
- Anyone who has any concerns are encouraged to express their views/opinions or make a complaint with confidence. It is ensured they will be treated with compassion and be given full help and support to make their complaint and be heard.

2. Direction:

- Details of how to make a complaint are displayed at the surgery reception, the practice website and the practice leaflet
- Means of contact personnel's to whom a complaint is to be made
- How a complaint can be made, orally or in writing
- The practice will publicise the existence of our complaints procedure

- All staff is trained to deal directly with issues and if patient wish to make a complaint, all avenues are presented and offered to patients.

3. Receipt of a complaint:

- All complainants are informed within 5 working days that the complaint is received and acknowledged (Complainant is contacted in their preferred method as stated via the complaint form)
- The patient/ complainant is addressed as indicated via the complaint form
- A time scale can be agreed between complainant and the individual that is dealing with the complaint when contacted or the practice will try and deal with all complaints within
- 28 working days.

4. Reflection:

- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- Complaints are reported and discussed at Practice Meetings
- Patient feedback is considered, implemented, patient expectation is met and complainants are asked about their experience (reflection after change)
- Complaints are published: "you said", "we did"= Change made
- Information is gathered for effective self-reflection all complaints are logged on a spreadsheet

GREENGATE MEDICAL CENTRE'S COMPLAINT POLICY

- This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case, you will be referred to the appropriate authority.
- This procedure does not affect your right to make a formal complaint to NHS England or Ombudsman, nor does it affect your right to seek compensation in law.

The complaint procedure: PATHWAY:

STEP 1:

We will send you a letter acknowledging receipt via your preferred method stated in your complaint form of your complaint within 5 working days

STEP 2:

Your complaint will then be investigated by the Practice Manager. It is likely that, as a first step, the investigator will contact you directly via the preferred method stated in the complaint form to acknowledge the complaint and to fully understand your complaint. This will be discussed with you and if so a time scale of dealing with your complaint will be agreed with you, otherwise all complaints will try and be dealt with within 14 working days, in some cases it may take up to 28 working days, in which case patient will be informed.

STEP 3:

The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

STEP 4:

Practice Manager will resolve your complaint via your preferred method, this include telephone, email, or letter.

The Practice Manager will send you a detailed return reply to your complaint, including her suggestions for resolving the matter, within 28 working days of sending you the acknowledgement letter. Or she may resolve the complaint over the telephone and send out a follow up letter/email. If necessary, the Practice Manager and Partners may invite you for a meeting to discuss and hopefully, resolve your complaint. Practice Manager will try to arrange a date which is convenient to both parties

STEP 5:

If you are not satisfied with the outcome, feel that you are not being listened to or simply that you would prefer not to have to discuss with the practice, you may make a further complaint.

Patient Complaint Service

NHS England

T: 0300 311 2233

Email: england.contactus@nhs.net

The Health Service Ombudsman

T: 0845 015 4033 or the

Website: www.ombudsman.org.uk

Dr A Gopinathan MBBS, FRCS
Dr H Soomro MBBS
Practice Manager: Mrs Salma Ali

Please Remember:

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better
- All the complaints are treated in the strictest confidence
- Making a complaint will not affect your treatment or care

Dr A Gopinathan MBBS, FRCS
Dr H Soomro MBBS
Practice Manager: Mrs Salma Ali

Patient Form for (Please select option) Compliments, Complaints & Ideas to help Improve Practice

DATE.....TIME.....NAME.....

Please write your Compliment, Complaint, & Ideas to help Improve below and hand over to Practice Manager

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In order to assist us in progress please leave your details below. You could also reach us via Email: greengatemedicalcentre@nhs.net

NAME:.....

TELEPHONE NO:.....EMAIL.....

ADDRESS:.....

Please state: Preferred method of contacted:.....

How you wish to be addressed:.....

FOR OFFICIAL USE ONLY.

DATE RECIEVED.....

ACTION TAKEN.....

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ALL INFORMATION IS CONFIDENTIAL.