

QUINTIN MEDICAL CENTRE

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors, or any member of 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 the national criteria.

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 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 details of your complaint:

Within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. At such a meeting the complaints procedure will be explained to you and will be reassured that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What happens next

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 25 days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

*This does depend on complexity of the case, and up to 6 months is allowed for very complex cases.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible 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 we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

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

Further Action

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you are dissatisfied with the result of our investigation, you can contact

NHS England

PO BOX 16738

Redditch

B97 9PT

Email england.contactus@nhs.net

Telephone 0300 311 22 33

Independent Complaints Advocacy Service (ICAS)

Telephone 0845 600 8616

Health Care Ombudsman

If you need to make a complaint about a UK government department, or one of its agencies or the NHS in England.

Complaints Helpline 0345 015 4033 - The Helpline is open 8:30am to 5:30pm Monday to Friday.

Email phso.enquiries@ombudsman.org.uk

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank London

SW1P 4QP

Reviewed 30.07.2021

Reviewed 08.07.2022 - Review 1 year