

THE CRAYS COLLABORATIVE PCN COMPLAINTS PROCEDURE

Reviewed date: 10/07/2023.
Reviewed by: JGO.
Approved by: ML & BY



If patients raise a complaint or concern regarding a PCN/ ARRS staff member, then please do raise this with the Network Manager.

Complaints can be shared with you verbally, written or sent online via the PCN website.

Definitions

Complaint: a written or oral expression of dissatisfaction which requires a response.

Issues/concerns: a written or oral expression of dissatisfaction that can be resolved without the need for formal investigation or correspondence.

Roles and Responsibilities

All PCN members and ARRS staff are responsible for the effective implementation of the policy. This includes: -

- Cooperating fully with the investigation of each complaint and ensuring that they respond to investigations in a timely and appropriate manner.
- Ensuring the Duty of Candour Policy is followed.
- Ensuring that action is taken, and an action plan implemented, following any complaint which gives rise to the need for wider scale implementation of change.
- Enabling the processes of organisational learning following a complaint.
- Ensuring that complaints are responded to within the agreed timeframe.
- Attending relevant training events.
- All staff must ensure that they take time to listen to any concerns brought to their attention. They should reassure the person complaining that making a complaint will not have any adverse effect on the care and treatment of the patient.
- Staff must escalate all complaints to the PCN network Manager.

Procedure

If a **verbal complaint** is made to staff, then, please either email a summary or complete the form (appendix A) and email this to Jessica.giwa-osagie@nhs.net. The email should contain; patient name, DOB, contact number and summary of complaint. The Network Manager will then contact the patient to further investigate the complaint.

Written complaints should be addressed to the Network Manager, either using the paper (Appendix A) which when completed by the patient is scanned and emailed to the network manager by the practice, or via the website <https://www.thecrayscalecollaborativepcn.co.uk/contact>

We will acknowledge the patient's complaint within 3 working days (72 hours) and aim to investigate your complaint within 10 working days of the date that we receive the complaint, although in some cases more time may be required to look into a matter, we will of course keep the patient informed if this is the case.



Appendix A

THE CRAYS COLLABORATIVE PCN PATIENT COMPLAINT FORM

Patient name:

Patient date of birth: **Date of complaint:**

Summary of complaint:

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By completing this form, you consent to an investigation into the incident described and will likely be contacted within 48 hours to confirm this. If you are complaining on behalf of a patient, then their consent is needed before an investigation is carried out.

STAFF ONLY

Recipient of complaint (staff member):

Response to/complaint outcome:

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Does Network Manager need to contact patient or respond to complaint? Y/ N