

Green Street Green Medical Centre

Complaints and Comments Procedure

Document Control

A. Confidentiality Notice

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B. Document Details

Classification:	Internal
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Organisation:	Green Street Green Medical Centre
Document Reference:	Operational
Current Version Number:	1
Current Document Approved By:	MM, SB
Date Approved:	July 2020
Review Date	July2022

C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1	July 2020	MM	PB, CR	Original

This Policy and Procedure complies with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, introduced on 1st April 2009 across health and social care.

Policy

- Green Street Green Medical Centre will take all reasonable steps to ensure that their staff are aware of and comply with this Procedure.
- Green Street Green Medical Centre has nominated **Michael Munns as its Complaints Manager**, to be responsible for managing the procedures for handling and considering complaints in accordance with the Policy and Procedure.
- Green Street Green Medical Centre has also nominated **Dr Peter Barker as its Responsible Person**, to be responsible for ensuring compliance with the Policy and Procedure, and in particular ensuring that action is taken if necessary in the light of the outcome of a complaint.
- Green Street Green Medical Centre will take all reasonable steps to ensure that patients are aware of:
 - The Complaints and Comments Procedure
 - The roles of the practice, the NHS England, CCG and the Health Service Ombudsman with regard to patient complaints.

This includes the alternative facility for the patient to complain directly to the CCG instead of making their complaint to the practice, as well as their right to escalate their complaint to the Health Service Ombudsman when they are dissatisfied with the initial response.

N.B. ALL escalations must be directed to NHS England and if a patient is dissatisfied with the response to their complaint, they must escalate their complaint to the Health Service Ombudsman, not the CCG).

- Their right to assistance with any complaint from the Patient The Independent Complaints Advocacy Service (ICAS); Citizens Advice Bureaux, 111 and the Care Quality Commission
- Green Street Green Medical Centre Complaints and Comments Patient Information Leaflet, the Practice Patient Information Leaflet / Booklet and the website will be the prime information sources for implementing this Policy and will be kept up to date and be made freely available to all Patients.
- All complaints will be treated in the strictest confidence.
- Patients who make a complaint will not be discriminated against or be subject to any negative effect on their care, treatment or support.
- Where a complaint investigation requires access to the patient's medical records and involves disclosure of this information to a person outside the practice, Michael Munns, the Complaints Manager, will inform the patient or person acting on their behalf.
- Green Street Green Medical Centre will maintain a complete record of all complaints and copies of all related correspondence. These records will be kept separately from patients' medical records.

Process

If you have a complaint, in the first instance you can speak to the Practice Manager, Michael Munns. There should also be Complaints & Comments leaflet at reception.

Alternatively, if you have a complaint about a primary care service (GP, dentist, pharmacist, and optician), you can contact NHS England: Telephone: 0300 311 22 33 england.contactus@nhs.net
NHS England, PO Box 16738, Redditch B97 9PT

Receipt and acknowledgement of complaints

Green Street Green Medical Centre may receive the following complaints:

- A complaint made directly by the patient or former patient, who is receiving or has received treatment at the practice;
- A complaint made on behalf of a patient or former patient (with his/her consent)(please see consent policy), who is receiving or has received treatment at the practice;
- Where the patient is a child:
 - By either parent, or in the absence of both parents, the guardian or other adult who has care of the child;
 - By a person duly authorised by a Local Authority into whose care the child has been committed under the provisions of the Children Act 1989;
 - By a person duly authorised by a voluntary organisation, by which the child is being accommodated.
- Where the patient is incapable of making a complaint, by a representative who has an interest in his/her welfare.
- All complaints, whether written or verbal will be recorded by the Complaints Manager in the dedicated complaints record.
- All written complaints will be acknowledged in writing within 5 working days of receipt.
 - Conclusions of the investigation: was there an error, omission or shortfall by your organisation? Did this disadvantage the complainant, and if so, how?
 - What needs to be done to put things right
 - Any lessons learnt, these will be shared at the practice meetings (clinical and non-clinical)
 - An explanation of what will happen next (e.g. what will be done, who will do it, and when)
 - Information on what the person complaining should do if they are still unhappy and wish to escalate the complaint, including full contact information on the Health Service Ombudsman.
- Green Street Green Medical Centre will send the complainant a response within 28 working days signed by EITHER the Practice Manager, Michael Munns who is the Complaints Manager or Dr Peter Barker the complaints responsible person nominated by the practice.
- The response will incorporate:
 - The written report
 - Confirmation as to whether the practice is satisfied that any necessary action has been taken or is proposed to be taken;
 - A statement of the complainant's right to take their complaint to the Parliamentary and Health Service Ombudsman.

- If the practice does not send the complainant a response within the first 28 working days the practice will notify the complainant in writing accordingly and explain the reason why.

Unresolved Complaints

- In situations where the person making the complaint can become aggressive or unreasonable, the practice will instigate the appropriate actions within the guidelines of our 'Zero Tolerance Policy'.
- Our Zero Tolerance Policy is available on request.

Complaints Register

To ensure the practice monitors, handles and reviews complaints in a logical and timely manner, and to keep an audit trail of steps taken and decisions reached, the practice records all complaints received on a dedicated complaints register (see [Appendix A](#)).

Annual Review of Complaints

- In line with National Guidance, the practice will supply the following information to NHS England:
 - The number of complaints received;
 - The issues that these complaints raised;
 - Whether complaints have been upheld, on-going or resolved;
 - The number of cases referred to the Ombudsman.

Reporting a Summary of Complaints to the Care Quality Commission

Green Street Green Medical Centre will adhere to the Care Quality Commission's requirement of producing a summary of complaints at a time and in a format set out by the CQC and then send the summary within the timeframe specified.

You can also contact the following for further information regarding complaints:

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 3112233

Email: England.contactus@nhs.net

If you are making a complaint please state 'For the attention of the complaints team' in the subject line

Website: www.england.nhs.uk/wp-content/uploads/2016/07/nhse-complaints-policy-jul16.pdf

NHS Southwark Clinical Commissioning Group

If you have a complaint concerning GP, Dentist, Pharmacy or Optician in Southwark (*not hospitals*), then please use the contact details below. The team can also give you general advice about the complaints procedure.

Write to:

160 Tooley Street,

London

SE1 2TZ

Tel. 020 7525 7888 / 0300 311 22 33

Email: england.contactus@nhs.net

Website: www.southwarkccg.nhs.uk

NHS Southwark Clinical Commissioning Group

If you have a complaint concerning Hospital, Mental Health, Community Health or Learning Disability in Southward, then please use the contact details below.

Kings or Guy's and St Thomas' Provide hospital services:

- Email - kch-tr.PALS@nhs.net
- Phone - Tel: 020 3299 3601 [9am-4.30pm, Monday to Friday (not bank holidays)]
- Post - PALS, King's College Hospital NHS Foundation Trust, Denmark Hill, London SE5 9RS

Guy's and St Thomas' provide community services.

- Email – pals@gstt.nhs.uk
- Phone - Tel: 020 7188 8801601 [9am-5pm, Mondays, Tuesdays, Wednesdays & Fridays]
- Post – PALS, St Thomas' Hospital, Westminster Bridge Road, London. SE1 7EH

Mental health services or South London and Maudsley.

- Email – pals@slam.nhs.uk or complaints@slam.nhs.uk

- Phone - Tel: 0800 731 2864 [Option 2] or 020 3228 2444
- Post – Complaints Department, Maudsley Hospital, London SE5 8AZ

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank London SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS)

www.pohwer.net

Healthwatch England

www.healthwatch.co.uk

NHS Choices –Advice and Contacts for NHS Complaints

www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx

Appendix A

Green Street Green Medical Centre
Complaints Register

Patient Details	Complaint Received Date	Complaint Details (Main Points)	Investigation Results [Were statements taken]	Informed Patient / Representative of Results	Date Resolved, Lessons Learned & Date shared with the team
Name: [Please use initials only]				(E.g. 20.06.18 by letter)	
Address:	Acknowledgement Letter Sent Date (Must be within 3 working days of receipt)				
Tel:					
DOB:	Type of Complaint (e.g.: Clinical; Communication and Attitude; Premises; Practice Management; Practice Administration; Safety; Other.)				
EMIS No:					
Contact Name (if different to patient):					