

Maple Access Partnership

The Meadows Surgery



Your guide on making a complaint about the Practice

If you're not satisfied with any aspect of your care at The Meadows Surgery, you have the opportunity to;

1. Have your complaint dealt with effectively and with the minimum of delay
2. Be given an explanation as to the reasons for your complaint and an apology where appropriate
3. Be treated fairly and with consideration whether or not your problem has been resolved

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 the problem cannot be sorted out this way and you wish to make a formal complaint, please 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. Please send details of your complaint for the attention of The Practice Manager, The Meadows Surgery, Meadow Lane, Thrapston, NN14 4GN, or email it to

themedows.k83616@nhs.net

- Within 6 months of the incident that caused the problem or
- Within 12 months of the date of discovering that you have a problem, providing that it is within 12 months of the incident.

Responsibilities

- Dr Dinuka De Silva, Lead GP Partner - Medical complaints
- Jennie Delaney, Practice Manager - Administrative complaints

What we do

- All complaints are passed initially to the Practice Manager.
- Complaints can be made by letter, email or via the website feedback form. If you are not able to provide a written complaint then our reception team can take written details on your behalf.
- Complaints will be acknowledged within 3 working days of receipt.
- We will aim to have looked into your complaint within 28 Days of the date that you raised it with us. We will then be in a position to offer an explanation or a meeting with the people involved and talk to you about what you would like to see as a resolution.

When we are looking at your complaint, we aim to

- Find out what happened, what went wrong and how it can be put right
- Find out what you would like to see as a resolution
- 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 medical confidentiality. If you are complaining on behalf of someone else (other than your child), 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 signing this.

Administrative Complaints

The Practice Manager will carry out an investigation and provide you with a response within 28 days of the date of receiving your complaint.

Medical Complaints

If your complaint is regarding medical services provided at The Meadows Surgery, the Practice Manager will liaise with the Lead GP Partner who will carry out an investigation. You may be offered a face-to-face meeting if you would like this. A written response will be provided within 28 Days or as soon as reasonably practical either from the date of the complaint, or the date of the meeting.

Taking your complaint further

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. However, this does not affect your right to approach NHS England or the Health Service Ombudsman if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. Contact details for these organisations are below:

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP
0345 015 4033

Phso.enquiries@ombudsman.org.uk

NHS Northamptonshire ICB

Haylock House
Kettering Parkway
Venture Park
Kettering NN15 6EY
01604 476777

northantsicb.patientexperience@nhs.net

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Complainant details (Please print your details)

Patient Name: _____

Date of birth: _____

Address: _____

Tel no: _____

Brief details of complaint (what / who do you wish to complain about and when this happened)

What would you like as a resolution?

Member(s) of the practice involved _____

(Please continue over the page if needed)

Complainant's signature: _____

Date: _____

Patient Third Party Consent:

Patient Name: _____

Date of Birth: _____

Telephone Number: _____

Address: _____

Complainant Name: _____

Telephone Number: _____

Address: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THAT PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (*delete as appropriate*)

Where a limited period applies, this authority is valid until..... (Insert date)

Patient Signature: _____

Date: _____