

When investigating your complaint, we aim to:

- Ascertain the full circumstances of the complaint
- When possible, arrange for you to discuss the problem with those concerned, if you would like
- Provide an apology, where this is appropriate
- Identify what the practice can do to make sure that the problem does not happen again

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Wyre Forest Health Partnership keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **IF YOU WANT TO COMPLAIN ABOUT SERVICES FROM SEVERAL ORGANISATIONS**

Sometimes a complaint may cover several parts of the NHS in which case you are recommended to contact the organisation where your complaint started.

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office for services received at Worcester, Kidderminster & Redditch Hospitals, is contactable via

Tel: 0300 123 1732

Email: [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net) .

## **CQC, ADVOCACY & OMBUDSMAN**

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or the service carried on by this Site as part of the Wyre Forest Health Partnership, then you can also contact the Care Quality Commission via

Tel: 03000 616161

Website: <http://www.cqc.org.uk>

### **ONSIDE ADVOCACY**

Onside Advocacy is a free, local service, which supports people who want to make a complaint about their NHS Care or treatment. They can be contacted for independent support via

Tel: 01905 27525

Email: [info@onside-advocacy.org.uk](mailto:info@onside-advocacy.org.uk)

### **OMBUDSMAN**

If you are not happy with the response to your complaint, you can refer your complaint on to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. The PHSO will usually only investigate a complaint after the NHS Complaints procedure has been followed first. You can contact the Ombudsman Complaints helpline via

Tel: 0345 015 4033

Textphone: (Minicom): 0300 061 4298

Website: <http://www.ombudsman.org.uk>

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS



Bewdley Medical Centre  
Church Street Surgery  
Hagley Surgery  
Kidderminster Medical Centre  
Stourport Medical Centre

**Please Take a Copy**

## LET THE PRACTICE KNOW YOUR VIEWS

Wyre Forest Health Partnership is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Please tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have about our care. Only by listening to you can the practice continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

For example,

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were our staff helpful and courteous?
- Or complete one of the Friends & Family forms

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working here, please let us know. We operate a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints process meets national criteria.

**Note: *If you make a complaint it is our policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support as a result.***

## HOW TO COMPLAIN

The NHS Complaints process gives the option to complain to either the Provider of the service (Wyre Forest Health Partnership), else to the commissioner of the service, NHS England. NHS England can be contacted on 0300 311 22 33.

The practice management team hope that if you have a problem you will chose to use the Practice Complaints Procedure. In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Site Manager, where are you registered. They will try to resolve the issue and offer you further advice on the complaints procedure.

If you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable us to gain a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

**OR**

- Within 12 months from when the complaint comes to your notice

We will acknowledge your complaint within three working days.

We will offer to meet with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Where Patient is Registered: \_\_\_\_\_

Details: \_\_\_\_\_

Signed: \_\_\_\_\_