

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

Herefordshire and Worcestershire Integrated Care Board

You can contact the organisation in the following ways:

By Post - Patient and Stakeholder Liaison Team,
NHS Herefordshire and Worcestershire, Kirkham House, John Comyn Drive, Perdiswell, Worcester, WR3 7NS

By email: hwicb.complaints-GP@nhs.net

By phone: 0300 053 4356

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

NHS OMBUDSMAN

PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN

If you are dissatisfied with the outcome of your complaint from the surgery, then you can escalate your complaint to the Parliamentary and Health Service Ombudsman by:

Tel: 0345 015 4033

www.ombudsman.org.uk

DeMontfort Medical Centre

Burford Road, Evesham WR11 3HD

01386 443333

Complaints & Comments Process

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Sarah Harman

Dr Nazar Saleem

Dr Shahid Malik

Please Take a Copy

(Revised 14/08/2023)

LET THE PRACTICE KNOW YOUR VIEWS

DeMontfort Medical Centre 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. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. 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

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

Every patient has the right to make a complaint about the treatment or care they have received at DeMontfort Medical Centre.

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our

complaints system meets national criteria.

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

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

HOW TO COMPLAIN

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, Christine Colls Practice Manager, but note this may need to be a booked appointment.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Practice Manager will respond to within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide

regular updates regarding the investigation of your complaint. During our investigation you may be contacted to provide any further information.

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that DeMontfort Medical Centre 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.