

## **NHS COMPLAINTS TEAM & PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN**

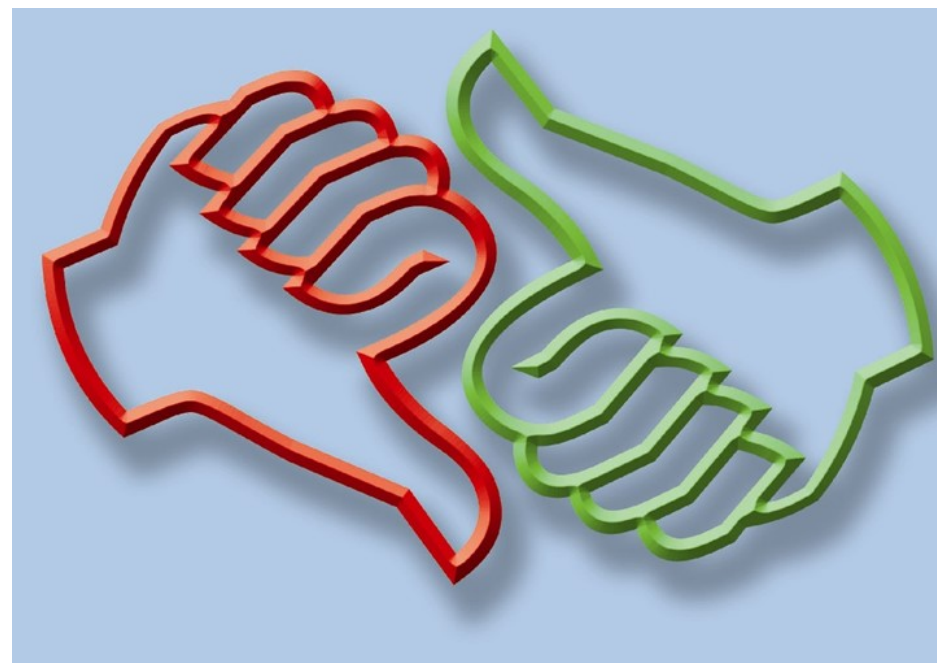
If you remain dissatisfied with our investigation and response to your complaint, you can ask the NHS Complaints Team or Parliamentary and Health Service Ombudsman (PHSO) to review this on your behalf. We will inform you of how to contact both bodies when we issue our formal written response. When we are notified that a patient has approached either department, we will provide all information that has been requested in relation to their investigation and will work with the departments to reach a satisfactory outcome for all parties.

**If you have a complaint that you wish the practice to investigate, please forward the details, in writing, with as much information as possible to allow us to fully investigate the matter to:**

**Practice Manager  
Trent Vale Medical Practice  
876 London Road  
Trent Vale  
Stoke-on-Trent  
Staffordshire  
ST4 5NX**

**Alternatively, please e-mail your complaint to:  
[trentvale.medicalpractice@nhs.net](mailto:trentvale.medicalpractice@nhs.net)**

# **TRENT VALE MEDICAL PRACTICE**



## **COMPLAINT LEAFLET**

## **INTRODUCTION**

As a practice we strive to provide high standards of care and services and know how important it is that patients are happy with the service we provide. This document outlines our commitment to dealing with complaints about our services and provides information about how we manage, respond to and learn from complaints.

## **AIMS**

We are committed to ensuring that the complaint process is fair to all parties and when dealing with complaints will aim to follow the “Good Practice Standards for NHS Complaints Handling” (Sept 2013). This system also incorporates the Parliamentary & Health Service Ombudsman Principles of Good Complaints Handling (2009).

## **WHO CAN MAKE A COMPLAINT?**

A complaint can be made by the person who is affected by the action, or it may be made by a person acting on behalf of a patient in any case where that person is a child, deceased, has physical or mental incapacity, has given consent to a third party acting on their behalf, has delegated authority to do so or is an MP acting on behalf of and by instruction from a constituent.

## **HOW TO COMPLAIN**

If you have a concern relating to a service provided directly by the practice, you can raise this with the Practice Manager in the first instance. Most problems can be resolved quickly and simply by talking to the patient or representative at the time of their concern. If it is not appropriate or where we are unable to rectify your complaint in this manner, you have the right to raise a formal complaint, in writing, to the Practice Manager. Complaints can be made twelve months from the date of which the complaint is raised. If it is still possible to investigate and the complaint effectively and fairly after this time period, the practice may still decide to consider the complaint.

## **OUR PROCESS**

We will acknowledge your complaint no later than three working days after the day the complaint is received (either by telephone or letter). We will notify you of our proposed timescales to investigate your complaint and when you should expect our

response. We will fully investigate your complaint and respond to you, in writing, by the date we notified you of. If we are unable to meet this deadline, we will keep you updated of where our investigation is and when you can expect a response. The response will include an explanation of how the complaint has been considered, an explanation based on the facts, any conclusions reached, details of any lessons learnt and actions taken from this and an apology where appropriate. You will also be given the opportunity to meet to discuss this if you wish.

## **CONFIDENTIALITY & CONSENT**

All complaints will be handled in the strictest confidence and will be kept separate from your medical records. Information regarding your complaint will only be disclosed to those who have a need to access it to allow us to investigate your complaint appropriately. Information will not be disclosed to any third party without full and informed consent to do so from the complainant.

## **EXCEPTIONS TO THIS POLICY**

It is recognised that there may be circumstances in which information disclosure is in the best interests for the patient, or for the protection, safety or wellbeing of a child or vulnerable adult. In these circumstances, a complaint will be escalated as necessary in line with our Safeguarding Policies & Procedures.

## **RECORD KEEPING AND MONITORING**

We will keep full, clear and accurate records of complaints and these will be retained as necessary. We will also monitor our complaints on at least an annual basis to look at the lessons learnt and to ensure no further changes need to be made to our processes.

## **PERSISTENT AND UNREASONABLE CONTACT AND COMPLAINTS**

If a patient or representative makes persistent or unreasonable complaints, we will handle this under our appropriate policy and may result in us being unable to continually investigate complaints. A copy of our policy can be obtained from reception.