

## If you are dissatisfied with the outcome

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:

**Patient Advisory Liaison Service (PALS)**  
Tel: 0808 196 8861  
E: [PatientServices@staffsstoke.icb.nhs.uk](mailto:PatientServices@staffsstoke.icb.nhs.uk)

**Post: New Beacon Building, Stafford Education and Enterprise Park, Weston Road, Stafford, ST18 0BF**

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**Healthwatch Staffordshire**  
Tel; 0800 051 8371

### The Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, you can contact the Care Quality Commission on

**Tel: 03000 616161**  
<http://www.cqc.org.uk>

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You also have the right to approach the Ombudsman. The contact details are:

**Parliamentary and Health Service Ombudsman**  
**Millbank Tower, Millbank**  
**London SW1P 4QP**

**Tel: 0345 015 4033**  
**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**  
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## If you need support to make a complaint

You may also receive support to make a Complaint through the NHS Complaints Advocacy Service. This service is free, independent and confidential.

In Staffordshire this service is provided by **Total Voice Staffordshire**  
**Phone: 01785 336387.**  
**Email: [info@totalvoicestaffs.org](mailto:info@totalvoicestaffs.org).**  
**Website: [www.totalvoicestaffs.org](http://www.totalvoicestaffs.org)**

We can also arrange for interpretation services to support you to make your complaint.  
For patients with hearing difficulties  
**ASSIST**  
**Tel: 01785 356835**  
**Email: [assist@staffordshire.gov.uk](mailto:assist@staffordshire.gov.uk)**

For patients requiring language support:  
**LanguageLine**  
**0800 169 2879 (general enquiries)**

**Alrewas Surgery**

**Complaints  
Procedure**

**August 2023**

**Alrewas Surgery**  
**Exchange Road**  
**Alrewas**  
**Burton upon Trent**  
**Staffordshire**  
**DE13 7AS**  
**01283 790316**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### Send your written complaint to:

Practice Manager  
Alrewas Surgery, Exchange Road, Alrewas  
Burton upon Trent DE13 7AS  
Email: [alrewas.manager@nhs.net](mailto:alrewas.manager@nhs.net)

## What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 20 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.