

THE MANOR PRACTICE

James Preston Health Centre & Ashfurlong Medical Centre
61 Holland Road 233 Tamworth Road
Sutton Coldfield Sutton Coldfield
B72 1RL B75 6DX
Tel: 0121 354 2032 Tel: 0121 323 2121

Comments, Complaints & Suggestions

PLEASE HELP US TO GET IT RIGHT

We are always willing to hear if there is any way that you think that we can, constructively, improve the service we provide

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the practitioners or any of the staff working in this practice, please let us know. As part of an NHS system we operate a practice complaints procedure. Our complaints system meets national criteria.

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 your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days - because this will enable us to establish what happened more easily. Complaints can be made verbally, electronically to manorpractice.admin@nhs.net, or in writing.

TIME LIMITS FOR MAKING COMPLAINTS

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering giving as much detail as possible.

The Practice Manager will retain the discretion to investigate complaints brought later than this if there are good reasons for the delay and it is still possible to carry out an investigation.

Complaints should be addressed to the Practice Manager. It will be a great help if you are as specific as possible about your complaint.

WHAT WILL HAPPEN

We will acknowledge your complaint within three working days either verbally or in writing. If you are issued an acknowledgement letter or email, it will include:

- The manner in which the complaint will be handled;
- The timescales by which the investigation will be completed;
- The timescales by which our response will be sent.

Our response will include:-

- An explanation of how the complaint has been considered;
- The conclusions reached in relation to the complaint including any remedial actions considered necessary;
- Confirmation of any action needed as a result of the complaint has been/will be taken

WHAT IF I'M STILL NOT SATISFIED?

You also have the right to ask the Parliamentary Health Service Ombudsman to carry out an independent investigation into your complaint. If you feel you have suffered because you have received poor service or treatment or were not treated properly or fairly, the Parliamentary Health Service Ombudsman may be able to help.

Contact details below:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Helpline: 0345 015 4033
Website: www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Support and advice to patients making a complaint can be obtained from NHS Complaints Advocacy Service, POhWER Advocacy Services on 0300 456 2370.

You may also approach the Patient Experience team for help and advice; The Patient Experience Team are based at Kingston House 438 - 450 High Street West Bromwich B70 9LD who provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Contact Number 08003898391