

THE HAWTHORNS SURGERY

COMPLAINTS & FEEDBACK LEAFLET

COMPLAINING ON BEHALF OF SOMEONE ELSE: Please note that The Hawthorns Surgery 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 “Patient Third Party Consent Form” signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

LET THE PRACTICE KNOW YOUR VIEWS: The Hawthorns Surgery 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 do not 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.

PRACTICE COMPLAINTS PROCEDURE: 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.

HOW TO COMPLAIN: 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 Practice Business Manager/Office Manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know, in writing, as soon as possible. This will enable the Practice to get 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 6 months of the incident that caused the problem; **OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months.

The Practice will acknowledge your complaint within three working days and aim to have looked into your complaint normally within 10 working days of the date you raised it with us. At this stage, you should be offered an explanation or a meeting with the person(s) involved. When the Practice looks into your complaint, it aims to:

- Ascertain the full circumstances of the complaint.

- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Ensure you receive an apology where appropriate.
- Identify what the Practice can do to make sure the problem does not happen again.

If you wish to escalate your complaint to other agencies other than the GP Surgery, then the contact details for the local Birmingham and Solihull Integrated Care Board, NHS Complaints Advocacy & the Health Service Ombudsman are below:

If you need help in making a complaint you can contact the local commissioner:

NHS Birmingham and Solihull Integrated Care Board Patient Experience and Complaints Team 1 st Floor Wesleyan Colmore Circus Birmingham B4 6AR	Helpline: 0121 203 33 13 Website: Compliments, concerns and complaints :: NHS Birmingham and Solihull (icb.nhs.uk) Email: bsol.patientexperience@nhs.net
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We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice.

If you remain dissatisfied and feel that your complaint needs further investigation, you can contact the NHS England Customer Call Centre where calls will be triaged and followed up by a case manager linking with local staff. The centre is open between 8.00 am and 6.00 pm Monday to Friday. Contact details below:

NHS England P O Box 16738 Redditch Worcester B98 9PT	Telephone: 0300 311 22 33 Email: england.contactus@nhs.net
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Please be aware that the NHS Complaints Regulations do not permit you to complain to both the service that provided the care and Primary Care Trust. You must complain to one organisation and should you remain dissatisfied, you have the right to approach the Health Services Ombudsman.

OUTSTANDING CONCERNS: When you receive the response, we hope that we will answer all your concerns satisfactorily. If not, please let us know what your unresolved concerns are and we will continue our enquiries. It is sometimes helpful to have a meeting to discuss your concerns and you may wish to discuss this option with the Customer Service Officer.

We will make every effort to ensure that all your concerns are resolved but if you are not completely satisfied you can now ask the Health or Local Government Ombudsman to independently review your case.

HOW TO CONTACT THE HEALTH SERVICE OMBUDSMAN: If your complaint is about a service provided by the NHS, you should contact the Health Service Ombudsman by:

- Visiting www.ombudsman.org.uk;
- Calling the complaints helpline 0345 015 4033 (Monday –Friday : 8.30 am – 5.30 pm);
Or
- Write to the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Customer services opening hours are Monday – Friday 9.00 am – 5.00 pm.

NB: All contact is kept confidential; we will never pass on your contact details to any third party without consent.