

If you are Dissatisfied with the Outcome

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact the following official body:

Complaints Team
Time2Talk
NHS Black Country Integrated Care Board
(ICB)
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH
Tel: 0300 0120 281

email: bcicb.time2talk@nhs.net

The Complaints Team also refers to a local Patient Advice and Liaison Service (PALS), which can often help resolve any problems. They can also help if you have queries about the care you receive, ring 0300 0120 281.

The practice Complaints Manager is:

Practice Manager: Mr O Siddiq

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on **Telephone - 0300 456 2370/ Minicom - 0300 456 2364/ Post - PO Box 14043, Birmingham, B6 9BL.**

OMBUDSMAN

If you have not received a satisfactory response from this practice or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Textphone (Minicom): 0300 061 4298

Palfrey Health Centre

Complaints Procedure

**Also see separate
Complaints Form/Consent Form
available at Reception**

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 unable to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** and 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 the incident, 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. 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:

Mr O Siddiq
Practice Manager
Palfrey Health Centre
151 Wednesbury Road
Walsall
WS1 4JQ

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:

- Complaints Form
- Consent Form

Together they contain the 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.

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 10 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 than this 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 ensure you receive an apology, where this is appropriate.

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.