

Compliments, Concerns and Complaints

The Practice welcomes any comments you may have on the services we provide, whether that is a complaint, a suggestion or a compliment. Our aim is to provide the best possible care and treatment for our patients and understand that although we strive for excellence, occasionally things may go wrong or may not be how you would like.

Compliments

If you are pleased with your care and treatment please let us know as this helps us to develop good practice and improve the quality of care. You can contact the Practice Manager at the address above.

Informal Complaints / Concerns

As a patient, relative or carer, you may wish to raise a concern about any aspect of your care but do not want to make a formal complaint. We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint.

You may also make a complaint on behalf of someone else, provided you have their written consent and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given. A consent form is available from reception

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made.

Formal Complaints

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaint, however, the time limit can be waived if there are good reasons you could not have complained sooner.

Please put your complaint in writing to the Practice Manager, at the address above.

Verbal Complaints

Patients unable or unwilling to put their complaint in writing may make their formal complaint verbally. Where a complaint is made verbally, the complaint shall be recorded and a copy of the written record given to the complainant.

Practice Response

We will acknowledge the complaint within 3 working days of receipt verbally or in writing. When acknowledging the complaint, we will offer to meet with you to discuss the complaint, at a time to suit you. We will advise the manner in which the complaint will be investigated and the likely timescale for this investigation and when the complainant is likely to receive a written response.

If you do not want to meet for a discussion then we will determine the response time and notify you in writing. We will aim to provide a written response within 10 working days. We will let you know if it is

likely to be longer than this, and keep you updated with the progress of your complaint. The written response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect you. It will confirm any actions that need to be taken as a consequence of the complaint.

Complaining to NHS England

You can, alternatively, register your complaint directly with NHS England by the following means:

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to:

england.contactus@nhs.net
stating 'For the attention of
the complaints team' in the
subject line.

By telephone: 0300 311 22 33

(Monday to Friday 8am to
6pm, excluding English Bank
Holidays)

If you are dissatisfied with the outcome

If you are not satisfied with your reply from NHS England then you have the right to approach the Parliamentary and Health Ombudsman who will undertake an independent investigation.

You can contact the PHSO by the following means:

By post to:

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

By email to:

phso.enquiries@ombudsman.org.uk

By telephone: 0345 015 4033

Help and advice

You may also approach Healthwatch or the Independent Health Complaints Advocacy for help or advice.

Healthwatch

Details of your local Healthwatch can be found at: <http://www.healthwatch.co.uk/>

Independent Health Complaints Advocacy

The IHCA is able to be contacted at: <http://www.seap.org.uk/services/nhs-complaints-advocacy/>