**Patient Complaints Information Leaflet**

**Practice Complaints Procedure**

If you have a complaint or concern about the service you have received at this practice please let us know. Most problems can be sorted out easily and quickly often at the time they arise and with the person concerned. For problems that can’t be sorted out in this way we operate a practice complaints procedure as part of a NHS system for dealing with complaints.

If you have a problem you have the right to raise your complaint directly with the service provider or alternatively with the commissioner of the service. We hope that you will use our practice complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong and will provide an opportunity to improve our practice.

NHS England is the commissioner of primary care services (such as GP and dental practices) and, if you prefer, or if you do not feel able to raise your concerns direct with the practice, you can send your complaint about these services to NHS England at the address below:

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

In writing: NHS England, PO Box 16738, Redditch, B97 9PT

If you wish to make a formal complaint you should do so, **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 a cause for complaint

and that you give 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.

Complaints should be addressed to our Practice Manager/ Senior partner

Alternatively, you may wish to speak informally to the practice manager to discuss your concerns. He/She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

**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 investigated the matter within 14 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) investigating the complaint 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 make it possible for you to discuss the issue with those involved in investigating your complaint 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. hospital, social services etc) 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 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.

**Taking your complaint further**

If you remain dissatisfied at the end of local resolution you can put your complaint to the Health Services Ombudsman. The Ombudsman can carry out independent investigations into complaints about poor treatment or service provided through the NHS in England, The Ombudsman’s services are free.

If you have any questions about whether the Ombudsman may be able to help you or about how to make a complaint please contact their helpline on 0345 015 4033, email: phso.enquiries@ombudsman.org.uk or fax 0300 061 4000. Or you can write to them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Further information about the Ombudsman can be found on [www.ombudsman.org.uk](http://www.ombudsman.org.uk)