



PULBOROUGH MEDICAL GROUP

Pulborough Primary Care Centre
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Pulborough
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DO YOU HAVE A COMPLAINT ABOUT SERVICES ?

PMG PATIENT INFORMATION LEAFLET

We always try to give you the best service possible, but if you feel you have a complaint or concern regarding the service you have received from the Doctors or any member of staff working at Pulborough Medical Group, we would like to know and we hope this guide will help to explain our Practice Complaints Procedure.

Our aim is to listen, respond and improve our services to provide quality patient care

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise. However if your problem cannot be resolved at the time and you wish to make a formal complaint, we would like you to let us know as soon as possible. You can either telephone or write to **Liz Eades, Managing Partner** who is the **Practice Responsible Manager/Complaints Manager**, who will take full details of the nature of your complaint or concern; or email us at sxicb-wsx.pulborough-pulborough@nhs.net.

What we will do

We will acknowledge your complaint within 3 working days (or where this is not possible, as soon as reasonably practicable) either verbally or in writing. If you have not already received a copy of this leaflet, we will send you a copy; we will clarify with you the outcome you are looking to achieve and we will discuss/write to you with a plan of action and a timetable during which we would hope to respond to the issues you have raised. Occasionally if we have to make a lot of enquiries it might take longer to investigate; if we cannot keep to the agreed timescale, we will keep you informed of any delays and the reason for this. If appropriate we may offer a meeting at the Practice to discuss matters further and you may bring a friend or relative with you to a planned meeting.

When we look into your complaint we will aim to:

Find out what happened and what went wrong. We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that on receipt of our letter or at the end of any telephone discussion or meeting, you will feel satisfied that we have listened to you and dealt with the matter thoroughly and examined if the matter could have been handled differently to prevent the situation arising in the future. Any paperwork regarding a complaint is not filed on your patient record, but kept separately in a confidential folder. If you are still have concerns then our Managing Partner, Liz Eades, would be happy to meet with you to review the matter further.

Complaining on behalf of someone else

Please note that we have to respect our duty of confidentiality to all patients and written consent from the patient involved will be necessary, unless it is established that the patient is incapable (due to illness) of providing consent. (Please see 'Patient Third Party Consent' form at the end of this document).

Help us to get it right

We are constantly striving to improve the services we offer. 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. There are several ways in which you can give feedback to the Practice; we have suggestion box in reception, or you can write or send an email to Liz Eades. We appreciate all your feedback and consider all suggestions and comments to see how we can improve our services.

Taking your complaint further

We feel that in most cases our Practice Complaints Procedure is the most suitable way of sorting out any problems and improving the standard of care we offer. However, this does not affect your right to approach the Health Service Ombudsman if you feel you cannot raise your complaint with us.

Parliamentary Health Service Ombudsman (PHSO)

www.ombudsman.org.uk

Tel No 0345 015 4033 (customer helpline)

If you would like to make a complaint about primary care services to the commissioner of the service (this is the organisation that pays for the service you received) rather than contacting us directly, you should contact the NHS Sussex Complaints team via:

Phone: 0300 140 9854 (excluding weekends and bank holidays)

Email: sxicb-complaints@nhs.net

Post: NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ.

Other Local Contacts

Patients can also contact PALS teams within local NHS provider trusts, as follows:

WESTERN SUSSEX HOSPITALS NHS TRUST (UH SUSSEX)	
Worthing & Southlands	Tel: 01903 285032
	Email: uhssussex.palsworthing@nhs.net
St Richards	Tel: 01243 831822
	Email: palschichester@nhs.net
SUSSEX COMMUNITY NHS TRUST (SCT)	
Community & specialist nurses (incl childrens); continence; falls prevention; MSK referrals; podiatry; wheelchair service	Tel: 01273 242292
	Email: sc-tr.serviceexperience@nhs.net
SUSSEX PARTNERSHIP FOUNDATION NHS TRUST (SPFT)	
Mental health services including: child and adult services; dementia; substance misuse.	Tel: 0300 3042198
	Email: pals@sussexpartnership.nhs.uk
SOUTH EAST COAST AMBULANCE NHS FOUNDATION TRUST (SECAMB)	
Ambulance service and 111	Tel: 0300 1239242
	Email: pet@secamb.nhs.uk

Healthwatch

Healthwatch is the name of the consumer champion for health and social care. At a local level, Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services and advocacy support should this be required when considering making a complaint.

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk Complaints to ihcas@healthwatchwestsussex.co.uk

Care Quality Commission

If you wish to contact the CQC about any issues, the ways in which you can do this are given below:-

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays.

IMCA – Independent Mental Capacity Advocate

IMCA is a new type of statutory advocacy introduced by the Mental Capacity Act 2005 (the Act). The Act gives some people who lack capacity a right to receive support from an IMCA.

Local Authorities have commissioned IMCA services in England and Local Health Boards have commissioned them in Wales. Responsible bodies, the NHS and Local Authorities all have a duty to make sure that IMCAs are available to represent people who lack capacity to make specific decisions, so staff affected will need to know when an IMCA must be involved.

IMCA services are provided by organisations that are independent from the NHS and local authorities.

The following organisations provide information about advocacy and/or provide advocacy service

Organisation	What it is/does	Contact
Action for Advocacy	Central point of info on independent advocacy	The Oasis Centre 75 Westminster Bridge Rd London SE1 7HS 020 7921 4395 info@actionforadvocacy.org
British institute of Learning Difficulties	Works with the government and other organisations to improve the lives of people in the UK with a learning disability. They train staff, family carers and people with a learning disability. Also funds Speak Out, a project that provides advocacy for adults with learning disabilities	Campion House, Green Street, Kidderminster, Worcestershire, DY19 1JL T: 0121 415 6960 enquiries@bild.org.uk
VoiceAbility	Gives advocacy support.	T: 0300 303 1660
The Advocacy People	Gives advocacy support.	Call 0330 440 9000 for advice or text PEOPLE to 80800
POhWER	Charity that helps people to be involved in decisions being made about their care.	Support Centre T: 0300 456 2370

Please ask at Reception for this to be printed off in large print should you have any difficulty with reading this.

PATIENT THIRD PARTY CONSENT

PATIENT'S NAME

PATIENT'S ADDRESS

TELEPHONE NUMBER

ENQUIRER/COMPLAINT NAME & RELATIONSHIP TO PATIENT

.....

ADDRESS

TELEPHONE NUMBER

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

This authority is for a indefinite period/ for a limited period only (please delete as appropriate)

Where a limited period applies, this authority is valid until
(insert date)

Signed (patient only)

Dated