

COMPLAINTS POLICY/PROCEDURE

Introduction

This policy/procedure applies to all staff (permanent or temporary) & contractors.

Policy Summary

Despite the best efforts of Edlesborough & Pitstone Surgeries staff (& contractors) there will be a point in time where a complaint about the surgery's operations are received.

Edlesborough & Pitstone Surgery take complaints seriously.

This policy document explains how these complaints will be handled.

Making a Complaint

The route for anyone to make a complaint about the surgery is via the website complaints form <https://www.edlesboroughsurgery.co.uk/practice-information/complaints-form/>. Additional guidance is provided on the surgery website (<https://www.edlesboroughsurgery.co.uk/>) and provided on the NHS website "How to complain to the NHS" (<https://www.nhs.uk/contact-us/how-to-complain-to-the-nhs/>) which details how to use the Patient Advice & Liaison Service (PALS), Integrated Care Board (ICB) however, it is more efficient to engage the surgery directly.

Alternative methods of making a complaint to the surgery are orally (a transcript will be made to enable effective investigation/resolution), or by letter.

We do NOT accept complaints via eMail.

Who can Complain?

Anyone, except as outlined below, can make a complaint.

EXCEPTION: Complaints made on behalf of a child must be in the best interests of the child otherwise they will not be investigated and the complainant informed in writing.

Complaint Time Limit

A complaint can be submitted up to 12 months after the incident.

Complaints submitted after 12 months will be at the discretion of the surgery management team whether they will be investigated.

Investigation Process

Complaints will be acknowledged within 3 working days of receipt.

Complaints will be investigated by a senior manager at the surgery who will liaise with the individuals involved in the incident to determine the root cause, corrective action (future prevention), or other outcome. The outcome of this process will result in a written response to the complainant. Where the complaint is received from alternative source (e.g. PALS, etc.) the response will be directly to that organisation who will communicate with the complainant.

During the investigation process advice may be sought from 3rd parties (e.g. Clinical Commissioning Group (CCG), ICB, etc.).

The target for complaint investigation/resolution is 20 working days (4 working weeks). If this timescale cannot be achieved the complainant will be informed.

If appropriate, the surgery's governing organisations (e.g. Information Commissioner (IC), Primary Care Network (PCN), ICB, NHS, etc.) may be informed.

Unreasonable Complaints



Listening
Responding.pdf

The guidance detailed on page 34 "Handling Unreasonable Complaints" will be followed

Record Keeping

Records are maintained for each complaint received including (as appropriate):

- Complaint
- Subject
- Parties involved.
- Investigation(s) & Outcome(s) – depending upon incident severity.
- Timeline
- Correspondence

Complaints Review

Complaints will be reviewed, as a minimum, annually at (1) Staff, & (2) Management Team Meetings. The management team will review complaints to determine whether there are any patterns or behaviours that should be addressed.

Complaints will be reported to the Primary Care Organisation annually (typically March).

Publicity

The surgery's arrangements for dealing with complaints is published on its website (<https://www.edlesboroughsurgery.co.uk/>) search 'complaints'.

Revision Record

V2024-05 GH Removed eMail as we move towards Total Triage
V2024-02 GH rewritten next review 2026
V2022-02 CM/LT reviewed
V2018-05 CM reviewed
V2015-05 CM reviewed
V2012-10 CM creation / adoption

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