

Olive Family Practice

Patient Complaints Leaflet

Making a Complaint

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 not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **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 realising that you have something to complain about.

If you are a registered patient you can complain about your own care. Complaints can be made on behalf of another patient with their written authority.

We can provide you with a complaints form to register your complaint and this includes a third-party authority form to

enable a complaint to be made by someone else. Please ask at reception for the necessary form.

You should forward your complaint to the:

Brian Smith
Practice Manager
Olive Family Practice. Pikes Lane HC,
Deane Road, Bolton. BL3 5HP.

What we will do next

We aim to resolve complaints as soon as possible.

We will acknowledge receipt of your complaint within 5 working days, and aim to complete our investigation within 20 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 anticipated, we will keep you informed as the investigation progresses.

When looking into a complaint we will investigate 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 if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

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.

Where your complaint involves more than one organisation (e.g. Bolton NHS Foundation Trust or Social Services) we will liaise with that organisation to ensure 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.

Complaining on Behalf of a patient

We will require the written consent from the patient on whose behalf you are complaining. Without the patient's permission we will be unable to proceed with the complaint.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where a patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. You should 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 will respond directly to the patient whom the complaint is concerning unless otherwise stated in their written consent and authority.

Lessons learned

We are always looking at ways of improving our service. As such we will discuss all complaints in our practice meetings (anonymously) so that the wider team can learn from any learning outcomes resulting from service/ system review. We will also have an annual

complaints review meeting to review all complaints and complete a complaints review.

If you are dissatisfied with the outcome of your complaint, further advice can be sought from:

<https://gmintegratedcare.org.uk/have-your-say/contact-us/>

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the NHS Constitution on GOV.UK.

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing.

By primary care services we mean GPs, dentists, opticians or pharmacy services.

There are two ways you can make a complaint:

You can complain to the healthcare provider: this is the organisation where you received the NHS service, for example a GP surgery or dental surgery.

You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact Greater Manchester integrated care board instead of NHS England.

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at NHS Bolton and provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide. PALS also provides information on the different services available from the NHS

Telephone 01204 **390193** during office hours

Text 07771 389 539

E-mail PALS@bolton.nhs.uk