

PINHOE & BROADCLYST MEDICAL PRACTICE

PATIENT COMPLAINTS PROCEDURE

We always try to give the best service possible, but there may be times when you feel this hasn't happened. If you have a complaint about the service you have received from the Doctors, Nurses or any staff working in the Practice, please do let us know. We genuinely welcome complaints. We want to correct things that have gone wrong, prevent them from happening again and so improve the service provided to all our patients.

How to complain

We hope that most problems can be sorted out quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible. It may not be possible to deal with complaints made 12 months or more after the problem or incident has occurred.

Complaints can be made to the Practice Manager, Andy Potter, or any of the GPs. You can ask to see the Practice Manager to discuss the matter. He will explain the complaints procedure to you and make sure your concerns are dealt with promptly. It is a great help if you can provide as much detail as possible about your complaint. If you do not want to raise the matter with the Practice yourself, you can ask NHS England to complain on your behalf. Their details are given in this leaflet.

What we will do

We will acknowledge your complaint within 3 working days and will agree a timescale for investigating your complaint. We will then be able to offer you an explanation, or a meeting with the people involved. When we look into your complaint we aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those involved, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure this problem doesn't happen again.

Complaining on behalf of someone else

We have to keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to be sure that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) to provide this. The complaint form on the back of this leaflet provides a place for such consent to be given.

Complaints form – please see the back of this leaflet.

You may use this form or set out the complaint in your own way. You can make your complaint in person - if you do so please make sure all details are checked and agreed. Please do not hesitate to contact the Practice Manager who will be pleased to assist you.

What happens next ?

We hope that if you have a problem, you will use this complaints procedure. We believe this gives us the best chance of putting right whatever has gone wrong and the opportunity to improve how we work.

What if I am not happy with the Practice's reply ?

If you are not satisfied with the outcome of your complaint, you have the right to ask the Parliamentary Commissioner for Health (the Ombudsman) to review your case. Contact details as follows:

Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank,
London, SW1P 4QP.

Their office has a Helpline on 0345 015 4033. They can give advice on the best way to take your complaint further if this is your wish.

Where can I get more help and information ?

- NHS England

We recommend that you first raise any complaint directly with the Practice. However we understand that you may not wish to do this. From April 2013, the complaints service for primary care will be managed on a national basis by NHS England, telephone 0300 311 22 33. Calls will be triaged and where possible these will be resolved with the complainant without further escalation. Where complaints cannot be resolved by the central team, they will be passed to a local area representative. The service from NHS England replaces the PALS system, that operated up to end-March 2013.

You may also contact NHS England by email on:

england.contactus@nhs.net

- The Independent Complaints Advocacy Service (ICAS)

ICAS supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. They may be contacted on 0845 120 3782.

- Independent and Charitable bodies

Organisations such as Citizens Advice, Age Concern, etc., can also offer advice and support.

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COMPLAINTS FORM

Person making the complaint

Name _____

Address _____

Patient details (if different from above)

Name _____

Address _____

Details of complaint

(Please attach additional sheets if necessary)

Signature _____

Date _____

Where the person complaining is not the patient.

I _____ agree that the complaint above can be made on my behalf by _____. I agree the Practice may disclose (as far as is necessary to answer the complaint) confidential information about me which I provided to them.

Patient's signature _____ Date _____.