



PATIENT COMPLAINT

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a Practice Complaint Procedure as part of an NHS complaint system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

You should address your complaint:-

- **In person** - ask to speak to the Practice Manager.
- **In writing** - some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Patient Communications Manager (you can use the attached form).

The Patient Communications Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

WHAT WILL WE DO

We will acknowledge your complaint within 3 working days and aim to carry out a full investigation as soon as possible. If we expect our investigation to take some time we will explain the reason for the delay and tell you when we expect to finish.

When we look into your complaint, we will:-

- investigate the circumstances
- make it possible for you to discuss the problem with those concerned
- make sure you receive an apology if this is appropriate, and
- take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.



TAKING IT FURTHER

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

However, if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint, you may refer the matter to:

By Post:

NHS England
PO Box 16738
REDDITCH
B97 9PT

Electronically:

england.contactus@nhs.net
Please write "For the attention of the Complaints Manager in the subject line."

By Telephone:

0300 311 2233 (Monday to Friday 9am to 5pm except Wednesdays when open at 9.30am, excluding Bank Holidays)



PATIENT THIRD-PARTY CONSENT

Patient's Name:

Tel. Number:

Address:
.....

Enquirer/Complainant's Name:

Tel. Number:

Address:
.....

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

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

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

Signed: (*patient only*)

Date: