

## Complaints Procedure- Patient Copy

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling they have a cause for complaint. If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS wide system for dealing with complaints. Our system meets the national criteria. Our complaints leads are Dr Emma Baldwin and Charlotte Doyle, Practice Manager.

### 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 your problem cannot be resolved in this way and you wish to make a 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.

We prefer your complaint to be in writing to the complaints lead. You can do this using the link on our website (see complaints page) or by emailing- [cpicb.complaints.firshouse@nhs.net](mailto:cpicb.complaints.firshouse@nhs.net)

Please be as specific as possible in your complaint. The Practice Manager, Charlotte Doyle will investigate your complaint and Dr Baldwin will oversee any clinical complaints.

### How we may receive complaints:

Please note we keep to strict rules of patient confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have their permission to do so. We will provide you with a consent form to be signed by the patient.

Complaints can be made by a patient who is receiving or who has received treatment at the practice, as well as a person who is affected or likely to be affected by the action, omission or decision of the practice. On behalf of a former patient, provided there is evidence of patient consent or power of attorney, whichever is appropriate.

Where the patient is incapable of making a complaint, then the complaint can be made by a relative or other adult who has an interest in his/her welfare, provided there is evidence of patient consent or power of attorney may be required.

### Our commitment to you:

We will acknowledge your complaint within three working days. We will undertake our investigation and aim to resolve your complaint within a reasonable time frame however the time period may be longer if those who need to be involved in the investigation are absent or to accommodate a mutually convenient meeting if you have requested a face to face meeting.

When we look into a complaint we aim to:

- Find out what happened and what should have happened
- Make it possible for you to discuss the problem with those concerned if you wish
- Ensure the complaint is resolved to your satisfaction
- Make sure you receive an apology where this is appropriate
- Identify what we can learn from the complaint and any changes we need to make

Our principles are:

- To get it right and to be patient focused
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

We hope that, if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you are not satisfied with the outcome of your complaint, or you feel you cannot use our internal system you have a right to take your complaint to:

### **NHS England**

NHS commissioning Board

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 22 33

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

You can also contact the healthcare watchdog

### **HealthCare Watchdog**

The healthcare commission

Finsbury Tower

103-105 Bunhill Row

London

EC1Y 8TG

If you still remain dissatisfied you can take your complaint to the ombudsman

### **Parliamentary and health service Ombudsman**

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)