

Introduction

We do our best to offer a good service. However, even in the best organised practices, things may go wrong. This pamphlet explains our Complaints Procedure.

Scope of Complaints We will deal with any complaints concerning either doctors or staff employed by the Medical Centre. These may be administrative or clinical in nature. If a patient is unable to complain themselves a representative may, with signed consent, complain on their behalf. Complaints should be lodged as soon as possible, ideally within a matter of days to enable us to establish what happened more easily. If this is not possible, details of your complaint must be received within 6 months of the event, or within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Handling of Complaints We operate a practice complaints procedure as part of the NHS system for dealing with complaints. This procedure meets national criteria.

How to make a Complaint If you have been unable to resolve a problem informally with one of our staff you may make a formal complaint. A complaints form is available for this purpose. Alternatively you may send a letter, or discuss your problem with the Practice Manager who will record the details of the complaint. It may be necessary for you to attend a meeting to discuss your concerns in which case you may bring a friend or relative, but legal representatives may not attend.

What Happens Next? Complaints will normally be acknowledged within 2 working days and investigation will usually be completed within 10 working days. You will receive a formal reply which aims to:

- Show what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if you so wish
- Make sure you receive an apology where appropriate

- Identify what can be done to make sure the problem doesn't recur.

Where the complaint concerns an issue of medical practice, a doctor will be involved in the investigation.

Complaining to the NHS We hope that problems can be resolved using our Practice complaints procedure. However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should telephone NHS England on 0300 3112233 or e-mail england.contactus@nhs.net

Appeals If you are still dissatisfied you have the right to ask for an "Independent Review" Finally if all else fails the complaint may go to the Health Service Ombudsman

Practice Manager Mrs C Jepps
Partner Responsible Dr P Marazzi