

### **How we use your comments to improve our service to you**

We recognise that feedback both good and bad is very important to enable us to quality assure our services.

We keep a log of all complaints and monitor our response times.

We look for trends or themes in patients comments to check how we are doing

We discuss complaints at weekly management and partners meetings.

We discuss complaints at monthly department meetings.

We learn from complaints and comments and adapt our services to prevent problems happening again.

### **The Care Quality Commission**

The practice is registered with the Care Quality Commission (CQC) to provide Primary Medical Services.

The CQC makes sure that health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve.

You can tell the CQC about your experiences and views at any time.

If you have concerns about standards of care or safety at the practice, or if any person has a comment about their own care, you can tell the CQC about it.

You can find the practice through the website: [www.cqc.org.uk](http://www.cqc.org.uk).

Click on the 'GP services' tab and search by practice name, location or postcode, then complete the 'Your Experience' form.



**Drayton Medical Practice**  
Drayton, Horsford and St Faiths Surgeries

### **Practice Complaints Procedure**

### **Information for Patients**

If you have any comments or wish to complain about any part of the service we offer please do let us know.

We recognise that that one of ways we can improve the quality and safety of the service we provide is to listen to your views.

Of course we also welcome comments about any aspect of our service that your think is good.

Drayton Medical Practice  
Manor Farm Close  
School Road  
Drayton  
Norfolk  
NR8 6EE  
01603 867532  
[www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk)

**If you have a complaint or concern about the service you have received from the doctors or any of the staff working at the practice, please let us know.**

### **How to complain**

We hope that most problems that arise can be sorted 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 this 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 complaint should be made in writing and addressed to the Practice Manager. You should be as concise and specific as possible.

The Practice Manager will make sure that we deal with your concerns promptly.

Some patients may of course choose not to put their complaint in writing but just wish to chat it through by telephone or face to face. If that is your preferred method of communication then please ring 01603 867532 and ask to speak to the Practice Manager or Operations Manager. .

### **Complaining on behalf of someone else.**

If you are not the patient , but are complaining on their behalf, you must have their permission to do so. We will need to see written consent from the person concerned to enable us to discuss any complaint further, unless they are incapable (because of illness or infirmity) of providing this.

### **What we will do**

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date in which the complaint was received.

If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish the investigation.

When we look into your complaint, we will investigate the circumstances, make it possible for you to discuss the problem with those concerned and make sure you receive an apology if this appropriate.

You will receive a final letter setting out the result of the investigation into your complaint.

### **What can you do if you are not satisfied with our investigation and explanation?**

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. However if you are not satisfied with the way we have handled your complaint or the outcome of our investigation you may refer the matter to:

#### **Customer Contact Centre (CCC)**

**NHS England**

**PO Box 16738**

**Redditch**

**B97 9PT**

**Telephone: 0300 311 22 33**

**Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

If you remain dissatisfied after contacting NHS England you can address your concerns to:

#### **The Parliamentary and Health**

**Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Telephone: 0345 0154033**

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

**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**