

PATIENT INFORMATION LEAFLET (COMPLAINTS)

Practice Complaints Procedure

If you have a complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, often 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, we would like you to let us know **as soon as possible** – ideally within a matter of days, or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Mrs L Smith, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with Mrs Smith in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint, we shall aim to:

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

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know 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) of providing this.

Complaining to Staffordshire and Stoke-on-Trent ICB Complaints Team

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. But this does not affect your right to approach Staffordshire and Stoke-on-Trent ICB Complaints Team if you feel you cannot raise your complaint with us.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

Staffordshire and Stoke-on-Trent Complaints Team
New Beacon Building
Stafford Education and Enterprise Park
Weston Road
Stafford
ST18 0BF

Tel- 0808 196 8861
Email-patientservices@staffsstoke.icb.nhs.uk

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel - 0345 015 4033
Email- phso.enquiries@ombudsman.org.uk

The Complaint Form is on the next page >>>

PATIENT THIRD-PARTY CONSENT

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE 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 releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, 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)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: (Patient only)

Date: