

## If you are Dissatisfied with the Outcome

You have the right to approach the  
Ombudsman. The contact details are:

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

Tel: 0345 0154033

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

<http://www.ombudsman.org.uk/make-a-complaint>  
(to complain online or download a paper form).

The local Healthwatch can be found at:

<http://www.healthwatch.co.uk/>

The IHCA is able to be contacted at:

<http://www.seap.org.uk/services/nhs-complaints-advocacy/>

MUNRO MEDICAL CENTRE  
West Elloe Avenue  
Spalding  
PE11 2BY  
01775 715999

## Complaints Procedure

Also see separate  
Complaints Form  
available at Reception

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. We have department managers and supervisors in each department who you can speak with.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident, or

or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

**Send your written complaint to:**

Mrs M Barnes  
Assistant Practice Manager  
Munro Medical Centre  
West Elloe Avenue  
SPALDING PE11 2BY

## What we do next

We look to settle complaints as soon as possible.

We will usually acknowledge receipt within 28 working days, and aim to resolve the matter as soon as possible but will give some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has an interest in the welfare of the patient.

Please ask at reception for the Complaints Form which

contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one out to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness or accident or mental capacity it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

You may also find that if you are complaining on behalf of a child who is capable of making their own complaint we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you wish to make a complaint, but do not choose to do so through the Practice system. This can be done by contacting:

NHS England

PO Box 16738

Redditch B97 9PT

Telephone: 0300 311 22 33 (Monday to Friday 0800 – 1800 hrs (excluding English Bank Holidays)

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

### You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

Tel: 0300 123 9553 (Free to call number)

### POhWER is an advocacy service who can be contacted in the following ways:

Website - <http://www.pohwer.net>

Telephone - 0300 456 2370 (charged at local rate)

Minicom - 0300 456 2364

Text - send the word 'pohwer' with your name and number to 81025

Email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Skype - pohwer.advocacy  
8am to 6pm Monday to Friday

Fax - 0300 456 2365

Post - PO Box 14043, Birmingham, B6 9BL