

DALE MEDICAL PRACTICE COMPLAINTS PROCEDURE

Introduction

We are very fortunate that complaints are very infrequent at our practice. We hope this reflects the personal service we offer to all our patients. However, 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 a NHS system for dealing with complaints.

Time limit to make a complaint

A complaint should be made as soon as possible after an event and not more than 12 months after the date the matter complained about occurred or the date that the patient / client was aware of the event. The time limit will be extended if there are good grounds for not making the complaint earlier and it is still possible to investigate the complaint fairly and effectively.

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 feel it is necessary to make a complaint, we would like you to let us know as soon as possible – ideally within five working days as this will enable us to establish what happened more easily.

Complaints should be put in writing, preferably using the form below and addressed to the Practice Manager.

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Practice Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly.

What we shall do

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 28 working days of the date when you raised it with us.

We will

- find out what happened and what went wrong;
- document notes of any discussions and distribute copies;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure you receive an apology, when this is appropriate;
- Identify what we can do to make sure the problem does not 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, you will have to have written permission from the person concerned, unless they are incapable of providing this.

Independent Review

We hope that if you have a problem you will follow our in-house complaints procedure. We believe that this will give us the best opportunity of putting right whatever has gone wrong and a chance to improve our practice.

If you remain dissatisfied at the end of local resolution, you can put your complaint to the Health Services Ombudsman. The Ombudsman can carry out independent investigations into complaints about poor treatment or service provided through the NHS in England, The Ombudsman's services are free.

If you have any questions about whether the Ombudsman may be able to help you or about how to make a complaint please contact their helpline on 0345 015 4033.

Further information about the Ombudsman can be found on: www.ombudsman.org.uk

Should you require any direct help or advice making your complaint you can contact your local

Independent Complaints Advocacy Service (ICAS):

You can reach the service and make a referral by:

- **Phone:** 0300 456 2370
- **Website:** <https://www.nhs.uk/services/service-directory/icas-independent-complaints-advocacy-service-shropshire-and-staffordshire/N10501450>

ICAS provides independent advocacy to people making complaints under the NHS complaints procedure.

Patient Feedback and Complaints Form

Please note that we can only investigate issues with patient consent. If you are completing this form on behalf of an adult, we require their consent to proceed.

Patient Details

Name:

DOB:

Address:

Summary of Feedback / Complaint

Please describe in one or two sentences the issues that have led to this complaint. This will help us understand the key problems you have experienced

Have you experienced this issue before?

This may include at this surgery or at a previous healthcare provider. Please provide details if it was previously resolved.

Please can you describe how this issue may have occurred?

For example, problem can arise due to conflicting messages, personality conflicts, or where we were unable to meet your expectations. Understanding this aspect helps us to explore the full circumstances surrounding the issue.

Please describe any specific outcomes from this feedback?

Understanding our patients needs is important to us so that we can explore and address issues fully. Common outcomes that patients value include improving our service through training, saying sorry when we have made a mistake, addressing a communication issue or exploring the issues with you in more detail.

Next Steps and what you can expect from us

We would like to review this feedback as part of our ongoing commitment to improving our services where possible and reaching a positive outcome for both you and the practice, ensuring that our systems are as effective as we can make them.

Would you like us to review this feedback going forward as part of our learning? Yes No (please delete as appropriate)

Please sign to indicate your consent (signature and printed name):

If you are completing this for somebody else, please write your name:

