

## **PATIENT INFORMATION LEAFLET**

### **THE TADLEY MEDICAL PARTNERSHIP**

#### **HOW TO COMPLAIN**

If you have a complaint or concern about the service you have received from the doctors or staff working in this Practice, please let us know. We operate a robust Complaints Procedure as part of an NHS system of dealing with complaints, overseen by the Senior Partner.

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 date on which the matter which is the subject of the complaint occurred, or
- The date on which the matter which is the subject of the complaint came to the notice of the complainant. If it is outside of the 12 month period but it is still possible to investigate matters effectively and fairly, we will investigate your concerns.

Your complaint should be addressed to The Practice Manager or any of the Doctors. Alternatively, you may ask for an appointment with the Practice Manager 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**

It is preferable that you make the complaint in writing.

We shall acknowledge your complaint within three working days. If the complaint was made orally, then we shall provide you with a statement giving the details of your complaint, as we understood them. You will be invited to sign and return this statement.

We shall carry out an investigation and provide you with a response within 10 working days. If we cannot comply with this we will keep you advised as to the situation concerning your complaint and reply to you as soon as reasonably possible.

When we look into your complaint, we shall aim to:

- Find out what happened and what 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 does not happen again.

We will send you a written response as soon as possible after the investigation is complete including:

- an explanation as to how the complaint has been considered
- the conclusions reached, including any matters for which you, the complainant specifies, or the Practice considers, that remedial action is needed
- confirmation that the Practice is satisfied that action needed in consequence of the complaint has been, or is proposed to be taken.
- details of your rights as the complainant, to take your complaint to the Office of the Parliamentary & Health Service Ombudsman
- Notice that we will continue to consider our internal complaints procedure open to you and we will continue to offer you a meeting or further investigation and explanation as appropriate.

### **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 THE OTHER BODIES**

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 the Ombudsman, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact:

Customer Services and Assessment Directorate  
 Office of the Parliamentary and Health Service Ombudsman  
 Millbank Tower  
 Millbank  
 London SW1P 4Qp

The address of NHS England is:-

NHS Commissioning Board  
 P O Box 16738  
 Redditch  
 B97 9PT

Tel. No. 0300 311 2233

You have the right to assistance with your complaint from the independent advocacy services provided under section 19A of the 1977 Act. Their details are:

Independent Complaints Advocacy Service (ICAS)  
1<sup>st</sup> Floor  
Clarendon House  
9-11 Church Street  
Basingstoke  
Hants  
RG21 7QG  
Tel: 01256 463758

We do not take complaints personally and are always happy to receive constructive criticism. You will be very welcome to remain registered with us at the surgery and we hope to continue to be of service to you in the future.

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