

# PLEASLEY SURGERY

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## Patient Information Leaflet

### Complaints Procedure

This Practice will do whatever it can to make sure you are treated properly and promptly. However there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

We hope you will use the Complaints Procedures to allow us to look into and if necessary, put right any problems you have identified or mistakes that have been made. We think it is important to deal with complaints swiftly, so you may be invited to a meeting to discuss the matter the same day or if that is not possible within the next seven days. Should you wish to make an appointment to discuss your complaint with the Practice Manager you may bring a friend or relative with you to the meeting. Alternatively if you wish to put your complaint in writing we will acknowledge your letter within 3 working days and discuss with you a reasonable length of time to investigate and right a response to you.

We will try to address your concerns fully, provide you with an explanation and discuss any actions that may be needed. We hope that at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate organisations that will be able to help you.

If you use this procedure, it will not affect your rights.

Please note that we have to respect our duty of confidentiality to patients and therefore a patient's consent will be necessary if a complaint is not made by that patient in person.

If you wish to make a complaint, please write; telephone or talk to our Practice Manager – Ms Denise Mcphee who will be happy to take full details of your complaint.

#### Useful contact addresses:

**If you need assistance in making a complaint you can contact the independent complaints advocacy service at:**

**POhWER  
PO Box 14043  
Birmingham  
B6 9BL  
Tel: 0300 0200093  
Email [pohwer@pohwer.net](mailto:pohwer@pohwer.net)**

**Customer Complaints Contact Centre,**  
NHS England, PO Box 16738, Redditch, B97 9PT  
Telephone: 0300 3112233 electronically using  
the commissioning boards email address  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Or email [Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)**

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## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors, any of the staff working in this practice or any hospital the Practice refers to, 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. 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,

Complaints should be addressed to Ms Denise Mcphee – Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with Ms Denise Mcphee 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.

You can make your complaint:

**In person** – ask to speak to the Practice Manager Ms Denise Mcphee

**In writing** – some complaints are easier to explain in writing, please give as much information as you can, then send your complaint to the Practice for the attention of Ms Denise Mcphee as soon as possible marking it private & confidential.

### What We Shall Do

We shall acknowledge your complaint within **three working days** and aim to have looked in to your complaint within an agreed length of time between the practice and the complainant. You may then receive a formal reply in writing or you may be invited to a meeting with the people involved. 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

**Or**

Instead of writing to the Practice you may wish to contact the Customer Complaints Contact Centre, NHS England, PO Box 16738, Redditch, B97 9PT Telephone: 0300 3112233 who will log and investigate your complaint on your behalf by contacting the practice. Electronically using the commissioning boards email address [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **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 letter of consent signed by the person concerned will be needed, unless they are incapable (because of illness) – sample consent form is attached (**appendix 1**).

We hope that, if you have a problem you will use our Practice Complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. If you are dissatisfied with the result of our investigation, this does not affect your right to approach the Parliamentary and Health Service Ombudsman (address below) for further advice.

The contact details are:

**The Parliamentary and Health Service Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**  
**Tel: 0345 015 4033**  
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

### **Pleasley Surgery**

Last updated: April 2016

**Appendix 1**

**Consent Letter**

I ..... (*full name of Patient*) of: .....  
.....(*address*) hereby  
authorise .....(*name of person making the complaint*)  
of .....(*address*) to act on my behalf and to  
receive any and all such information as may be relevant to my complaint.

I understand that any information given about myself is limited to that which is relevant to the investigation of the complaint and only disclosed to those people who have a need to know it in order to investigate the complaint.

Patient's Signature: ..... Date: .....

