

Complaint Handling Policy and Procedure

The Practice has a policy for complaint handling. If a patient has an issue that he/she would like to discuss, we are willing to listen and act upon. This could be about any member of the practice staff, Doctor or Practice Nurse.

The Practice takes all complaints seriously. Mrs G Oates is in charge of dealing with any patient complaint. A Patient can air their grievances to Mrs G Oates.

Patients will not be discriminated against for making a complaint. The service encourages and supports a culture of openness that ensures any complaint is listened to and acted upon.

The surgery will give assistance and support to vulnerable patients, carers and those who speak on their behalf. We shall listen carefully and give our support to respond appropriately and resolve the complaint effectively.

Complaints wherever possible are reviewed by someone not involved with the event leading up to the complaint

Initial Handling of Complaint

If you are concerned about any issue and would like to discuss the matter:-

Verbal complaints

- Please ask at reception for Mrs Gail Oates and she will try to resolve your grievance. If she is not available, then please leave your name and contact details and she will get back to you within 3 days (working days).
- The practice logs all complaints in the book including verbal and trivial.
- If after a discussion we cannot resolve a verbal complaint then the practice will write/record in the practice complaint book and supply a copy to the complainant.

Written complaints

- If a patient decides to put a complaint in writing they do so and the practice will acknowledge this within 3 working days.
- Mrs Oates will contact the patient by telephone and offer a mutual appointment for discussion, followed by a written confirmation of the appointment.

- The complaint manager will listen and try to resolve the grievance at the meeting where ever possible.
- After the meeting, contents of the discussion will be written and a copy given to the patient.
- If the matter is not resolved at the 1st meeting and needs further investigation then a 2nd meeting will be offered and arranged with the patient agreement.
- If a patient is not satisfied with the outcome and wishes to take the complaint further (outside of practice) then the practice will provide them with the relevant information. The practice will keep a written record of the complaint.

Investigating the complaint

The complaint will be investigated and any member of staff implicated spoken to.

The practice will invite the complaint to a meeting within 10 working days. If there is a member of staff involved they will if appropriate and with prior consent from the complaint be asked to attend

Recording Complaints and investigations

A record will be kept of each complaint received.

Notes of discussions and decisions made at the time of the complaints meeting will be recorded.

The Practice hopes that most complaints can be resolved within the practice. We aim to provide the best Service for our Patients. However, If you are still not satisfied and wish to continue with your complaint then you can do this by contacting a adviser by email: England.contactus@nhs.net

By Tel: 0300 311 22 33 (Mon to Fri 8am – 6pm, excluding bank hols)

By Post : NHS England, PO Box 16738, Reddich, B97 9PT

Primary Care (GP, Dental, Pharmacy, Optical) complaints, concerns and enquiries will now be handled centrally at the above.

NHS ombudsman

Parliamentary and Health Service Ombudsman
Millbank Tower

Millbank
London, SW1P 4QP
Phone: 0345 015 4033

Review of complaints

Complaints received by the practice will be discussed in a multidisciplinary meeting as a 'Significant Event', this will enable us to learn from this so that we can improve our services and care for our patients

Updated: 14.8.12
Reviewed: 15.8.13
Reviewed: 2014
Updated: 2015
Updated 2016
Next due: 2017