**Dr R K Yerra**

**Guttridge Medical Centre**

**Deepdale Road**

**Preston**

**PR1 6LL**

**01772 977090**

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 it further below is the process;

**Verbal complaints**

* Please ask at reception for Mrs Gail Oates or the Practice Manager Mrs Siama Gulistan and they will try to resolve your grievance. If they are not available, then please leave your name and contact details and they will get back to you within 3 working days.
* The practice logs all complaints in the book including verbal.

* If after a discussion, we cannot resolve a verbal complaint then the practice will request that the patient/ complainant put the complaint in writing for further investigation.

**Written complaints**

* If a patient decides to put a complaint in writing the practice will acknowledge this within 3 working days.
* Mrs Oates or the Practice Manager 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 wherever possible.
* After the meeting, contents of the discussion will be written, and a copy sent to the patient in the post.
* If a patient is not satisfied with the outcome and wishes to take the complaint further, they can contact the Lancashire and South Cumbria Integrated Care Board (details are supplied below). 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 take your complaint further you can complain to the commissioner of the service: this is the organisation that paid for the service or care you received.

If you want to make a complaint about primary care services to the commissioner, you can contact Lancashire and South Cumbria Integrated Care Board on the below contact details;

**Telephone: 0800 032 2424**

**E-mail:** mlcsu.lscpatientexperience@nhs.net

**In writing**

NHS Lancashire and South Cumbria ICB, Jubilee House, Lancashire Business Park, Leyland, PR26 6TR

Ongoing complaints received on/after 1 July 2022 will receive a letter from NHS England informing them that the ICB is now handling their complaint with confirmation of their case handler.

Members of the public with any ongoing complaints received before 1 July 2022 will receive a letter from NHS England informing them that their complaint is being retained by NHS England with confirmation of their case handler.

If you have any queries, please contact Lancashire and South Cumbria ICB.

Alternatively, you can contact the ombudsmen

**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 are reviewed in Practice meetings and any learning outcomes will be implemented so that we can improve our services and care for our patients.

**Safeguarding complaints**

When a safeguarding complaint is received details will be taken, this information will be actioned immediately and passed through to either the Doctor or Nurse. If the Doctor or Nurse are not present at the time then the information will be passed onto the following safe guarding teams;-

* Safeguarding team LCFT Tel: 01772 777153
* Childrens Social Care – Duty Social Worker Tel: 0300 123 6720
* Emergency Duty Team (out of hours) Tel: 0300 123 6720

Updated: 14.8.12

Reviewed: 15.8.13

Reviewed: 2014

Updated: 2015

Updated 2016

Updated: July 2017

Next due: 2018

Updated 17.01.2019

Updated 16.08.2022

Updated 21.01.2023

Updated 24.11.2023