

Clifton Medical Centre
Doncaster Gate
Rotherham
S65 1DA
Tel: 01709 363950
www.cliftonmedicalcentre.co.uk

Practice Complaints Procedure Patient Information Leaflet

We all try to give you the best service possible, but at times you may feel that this has not been sufficient. This information explains what to do if you have a complaint about the services you have received from the doctors, or any other member of staff working within the practice. This practice procedure does not deal with questions relating to legal liability or compensation.

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 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** – 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 incident that caused the problem; or
Within 12 months of you discovering that you have a complaint

Please address any letters of complaints to Mrs Sandra Poore (Complaints Administrator), or Dr J W Byrne or his Deputy. Alternatively you may ask for an appointment with any of the above in order to discuss your concerns. He/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 and tell us:-

- Who or what you are complaining about. Try to make clear the most important points. If you are complaining about a member of staff, give their name and position if you know it.
- Where and when the events you are complaining about happened.
- What you have already done about your complaint, if anything.
- What results you want from your complaint.

What we shall do

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. If there is a delay due to the investigation taking longer than anticipated then we will contact you explaining the delay and when we expect the investigation to be complete.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If you have a preference in respect of the way we respond please do let us know. If you wish to have a meeting with the person(s) involved with your complaint then you may bring a friend or relative.

If your complaint involves more than one organisation (e.g. out of hours) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

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

- Find out what happened and what went wrong;
- Make an appointment if 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 doesn't happen again. When a complaint is received it is reviewed at a clinical meeting, wider learning points and changes resulting from the complaint are shared with the appropriate team members. A multi-disciplinary annual review of all complaints is undertaken in April.
- All complaints are held securely in the Practice Managers office.

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.

Help with making your complaint

If you would like help with making your complaint and would like to speak to someone outside of the Practice, Healthwatch Rotherham may be able to assist you. Healthwatch is the independent consumer champion who provide a complaints advocacy service. You can contact them on 01709 717130. If you would prefer to write: Healthwatch Rotherham, 33 High Street, Rotherham S60 1AP or email to info@healthwatchrotherham.org.uk.

What will happen if you don't resolve my complaint?

In most cases, concerns and complaints are resolved without the need to take the matter further. However, if you feel we have not dealt with the issues as you would wish you can either:

write to the Complaints Manager at NHS England Customer Contact Centre, PO Box 16738 Redditch B97 9PT

telephone them on 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

email them at england.contactus@nhs.net with 'for the attention of the complaints manager' in the subject line

The NHS Communications Central Contact Centre has been set up to act as the first and single access point for complaints, requests and enquiries.

Independent Review – The Health Service Ombudsman

If you remain dissatisfied after the conclusion of the NHS complaints procedure, you can ask the Health Service Ombudsman to investigate your case. The Ombudsman is independent of both Government and the NHS and can be contacted:-

Shared Folder – Complaints/complaints procedure– June 2011.

Reviewed April 2015/SAP

Next review Oct 2015

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
E-mail: phso.enquiries@ombudsman.org.uk

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