



PATIENT FEEDBACK PROCEDURE

Your feedback is important to us as it helps us to review and improve the services and facilities we provide.

If you have a comment, suggestion, praise or a complaint about the service you have received from the Practice we would welcome your feedback and encourage you to complete one of our Patient Feedback Forms.

All comments, suggestions and praise are shared with the Practice Team. Complaints are followed up with the staff involved and any learning points are shared with the Practice Team and where appropriate with the Patient Participation Group. Any information shared will be anonymous.

COMPLAINTS PROCEDURE

The Practice operates a Complaints Procedure that adheres to national NHS Criteria. A complainant has the choice to complain directly to the Practice or NHS England.

Making a complaint will not affect the care people receive.

DEFINITION OF A COMPLAINT

A complaint may be defined as an expression of dissatisfaction with the services provided by the Practice, including staff performance.

WHAT WE SHALL DO

Contact the complainant on receipt of a complaint and agree with them a date to respond by, unless the complaint is resolved 'on the spot'.

When investigating your complaint we will:

- find out what happened and what, if anything, went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this.
- where it is appropriate, make sure you receive an apology
- identify what we can do to prevent recurrence.
- inform you of the outcome of our investigation and advise how your complaint can be used to improve service.
- Inform you of NHS England and other services such as the Ombudsman (further information is contained within this policy).

HOW TO COMPLAIN

The Practice aims to sort out problems quickly and easily, often at the time they arise and with the person concerned. Please let us have details of your complaint as soon as possible, and within 12 months of the date on which the matter occurred or the matter came to the notice of the complainant.

Complaints can be made verbally, or in writing to the Operations Manager or Dr Hadley. You can write a letter or use the form attached.

All verbal complaints are recorded and dealt with following the same procedure as a written complaint, however, it is hoped that front line staff will be able to resolve verbal complaints quickly without going through the formal process.

A translator can be provided for those people whose first language is not English.

COMPLAINING ON BEHALF OF SOMEONE ELSE

The Practice adheres to guidelines on medical confidentiality. Complaints made on behalf of patients must be made with the patient's consent. This is to comply with the General Data Protection Regulations 2018 and Caldicott Requirement. Exceptions are if the patient is:

- **A child:** If in the course of investigating a complaint it becomes clear that the child is mentally emotionally and physically capable of pursuing a complaint themselves (Gillick Competent) then their consent must be obtained to allow someone to act on their behalf.
- **Is incapacitated or has died:** If a patient is incapacitated either mentally or physically, next of kin consent is required. If the Practice is of the opinion that the person acting on behalf of an incapable individual or in respect of someone who has died is not a suitable person, the Partner(s) may refuse to deal with that person and nominate another person to act. This discretion will be exercised in only exceptional circumstances.

COMPLAINTS INVOLVING MORE THAN ONE ORGANISATION

Where a complaint concerns more than one organisation, the organisation receiving the complaint will, on receipt, discuss with the complainant the process for investigation.

COMPLAINING TO NHS ENGLAND

The Practice aims to handle your complaint sympathetically and thoroughly using the Practice in-house complaints procedure. However, you may feel you wish to approach the National Complaints Line NHS England in the first instance by:

Phone: 0300 3112233
E-mail: england.contactus@nhs.net
Post: NHS England, PO Box 16738, Redditch, B97 9PT

INDEPENDENT REVIEW

If a complainant is unhappy with the response to their complaint they can ask the Health Service Ombudsman for an 'Independent Review' of their case. The Ombudsman is an independent body established to promote improvements in healthcare. They can be contacted by:

Phone: Complaints Helpline 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Post: The Parliamentary & Health Service Ombudsman, Millbank Tower,
Millbank, London, SW10 4QP

The Ombudsman procedures are available by accessing www.ombudsman.org.uk

