

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that SWANSWELL MEDICAL CENTRE keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use our Practice Complaints Procedure. We believe this will give us the best change of correcting whatever has gone wrong and an opportunity to improve our Practice. Details of our Complaints procedure are available in the Patient Information Leaflet (copies are available from reception and on our website:

[www.swanswellmedicalcentre.co.uk](http://www.swanswellmedicalcentre.co.uk)).

However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can write to:

**NHS England**, PO Box 16738, Redditch B97 9PT; or telephone 0300 311 22 33; or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

## NHS COMPLAINTS ADVOCACY & OMBUDSMAN

### **NHS COMPLAINTS ADVOCACY SERVICE**

The NHS Complaints Advocacy Service is a national service, independent of the NHS, that supports people who want to make a complaint about their NHS Care or treatment. Their services are free of charge and they can be contacted on 0300 330 5454 or by email at <http://nhscomplaintsadvocacy.org/>

### **OMBUDSMAN**

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman by:

- telephoning 0345 015 4033
- emailing [phso.enquiries@ombudsman.or.uk](mailto:phso.enquiries@ombudsman.or.uk)
- writing to The Parliamentary and Health Service Ombudsman, Millbank Tower, London, SW1P 4QP

SWANSWELL MEDICAL CENTRE

## Complaints, Comments & Compliments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

### PARTNERS

Dr Sheldon Steele  
Dr Spencer James  
Dr Navjeet Mangat

**Please Take a Copy**

*(Revised August 2019)*

## LET THE PRACTICE KNOW YOUR VIEWS

SWANSWELL MEDICAL CENTRE is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### **TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the date of the event that is being complained about or as soon as the matter first came to the complainant's attention.
- The time limit can sometimes be extended (so long as it's still possible to investigate the complaint). An extension might be possible, for instance in situations where it would have been difficult for someone to complain earlier, for example, when they are grieving or undergoing trauma.

The practice will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of incident: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_

Date of Complaint: \_\_\_\_\_