

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that IVY GROVE SURGERY 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 consent form 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 the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following 2 bodies:

NHS England

Write to:
NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33
or email: england.contactus@nhs.net

POhWER (NHS Complaints Advocacy Service)

Write to:
POhWER
PO Box 14043
Birmingham
B6 9BL
Tel: 0300 456 2370

OMBUDSMAN and the CARE QUALITY COMMISSION

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 who investigates complaints about the NHS in England. You can write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Or you can call the Ombudsman's Complaints Helpline on 0345 015 4033 or Textphone (Minicom): 0300 061 4298.

You can email them at:
phso.enquiries@ombudsman.org.uk

Web site: <http://www.ombudsman.org.uk>

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out 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>

IVY GROVE SURGERY

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr A Wordley
Dr M Wong
Dr J L Horton
Dr L Axten

SALARIED GPS

Dr S Newport
Dr S Francis
Dr R Greer
Dr P Smith

Please Take a Copy

(Revised 28th October 2015)

LET THE PRACTICE KNOW YOUR VIEWS

IVY GROVE SURGERY 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 Janette Cavanagh, Complaints 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 incident that caused the problem
- OR**
- Within 12 months of discovering that you have a problem.

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint as soon as possible. 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 complaint / comment: _____

Details: _____

Signed: _____