

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Spencer Street 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 third party form, signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability. Please ask at the reception desk for a complaints form.

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, or you are dissatisfied with the response received from us, you should contact NHS England:

You can contact **NHS England Complaints team:**

<http://www.england.nhs.uk/contact-us/complaint/>

Tel: 0300 311 22 33

Write to:

Complaints Team
NHS England
PO Box 16738
Redditch
B97 9PT

E-Mail: England.contactus@nhs.net

(Please state "For the attention of the complaints team" in the subject line)

If your complaint is about a funding decision, you should contact:

NECS Clinical Quality Team on 0300 123 9006 or email necsu.cumbriaccgcomplaints@nhs.net

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. or Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower**

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Textphone (Minicom): 0300 061 4298

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

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>

WHO CAN HELP ME IN MAKING A COMPLAINT?

Best Live Advocacy can guide you through the complaints process (Tel: 03003 038 037). They can help you put your complaint in writing and attend meetings with you, but they do not investigate complaints.

Alternatively the Carers Federation can be contacted on 0808 802 3000 – they will be helpful if your complaint is complex.

Spencer Street Surgery

Complaints & Comments Leaflet

Let the Practice Know Your Views

Partners:

Drs Goold, Saha, Beazley,
Docton, Selbmann & Saw
Miss Julie Swan – Managing Partner

Please take a copy

Revised November 2014

LET THE PRACTICE KNOW YOUR VIEWS

Spencer Street 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 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 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

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

(Continue on separate page if necessary)

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____

Date: _____

