

The Hawthorns Surgery

Complaints & Feedback Leaflet

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that The Hawthorns 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 note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

LET THE PRACTICE KNOW YOUR VIEWS

The Hawthorns 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.

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/Office 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, in writing. 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

If you wish to escalate your complaint to other agencies the contact details are for NHS England, NHS Complaints Advocacy & the Health Service Ombudsman are below:

If you need help in making a complaint you can contact:

NHS Complaints Advocacy Birmingham
VoiceAbility,
3rd Floor,
Cobalt Square,
83 Hagley Road,
Birmingham, B16 8QG

Helpline: 0300 330 5454
Textphone: 0786 002 2939
Fax: 0330 088 3762
nhscomplaints@voiceability.org

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you remain dissatisfied and feel that your complaint needs further investigation you can contact the NHS England Customer Call Centre where calls will be triaged and followed up by a case manager linking with local staff. The centre is open between 8am and 6pm Monday to Friday. Contact details below:

NHS England
PO Box 16738
Reditch
Worcester
B98 9PT
Telephone: 0300 311 22 33
Email: england.contactus@nhs.net

Please be aware that the NHS Complaints Regulations do not permit you to complain to both the service who provided the care and Primary Care Trust. You must complain to one organisation and should you remain dissatisfied, you have the right to approach the Health Services Ombudsman.

Outstanding concerns

When you receive the response, we hope that we will answer all your concerns satisfactorily. If not, please let us know what your unresolved concerns are, and we will continue our enquiries. It is sometimes helpful to have a meeting to discuss your concerns and you may wish to discuss this option with the Customer Service Officer.

We will make every effort to ensure that all your concerns are resolved, but if you are not completely satisfied you can now ask the Health or Local Government Ombudsman to independently review your case.

How to contact the Health Service Ombudsman

If your complaint is about a service provided by the NHS, you should contact the Health Service Ombudsman by:

- visiting www.ombudsman.org.uk
- calling the complaints helpline **0345 015 4033** (Mon-Fri 8:30am - 5:30pm)
- or write to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Customer services opening hours are: Monday to Friday 9am to 5pm.

NB: All contact is kept confidential; we will never pass on your contact details to any third party without your consent