

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How To Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible and you wish to make a complaint, please inform us as soon as possible – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem.

Complaints should be addressed by letter to the Practice Manager or to any of the doctors. Alternatively, you may ask for an appointment with Mr Adrian Lowes in order to discuss your concerns. He will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within three working days and let you know how the matter will be investigated and when we hope to provide you with a full response. On investigation we shall aim to:

- Establish what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to avoid the problem recurring.

If you would like to meet we can arrange for a lay conciliator to facilitate the meeting. A conciliator is a neutral and independent person who can arrange a meeting between us (either separately or together) so we can express our views and try to resolve our differences. A conciliator will become involved only if you agree and it is confidential.

Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Written consent from the patient will be required (unless there is incapacity through illness).

Complaining To NHS England

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 resolving problems and give us an opportunity to improve our practice. This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us.

Their contact details are:

ATRIUM HEALTH
Dorchester & Crossways

NHS England

PO Box 16738

Redditch

B97 9PT

By email to: england.contactus@nhs.net

Please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays.)

Support and advice

Should you need assistance with your complaint at any stage, you can contact the NHS Complaints Advocacy Service via their helpline: 0300 330 5454 or via their website www.nhscomplaintsadvocacy.org

If you remain dissatisfied

If however you feel unable to meet to discuss the matter and you remain unhappy then you have the right of redress by asking for an independent review through the Parliamentary and Health Service Ombudsman (PHSO).

Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk