

Market Street Medical Practice

Complaints Policy

We aim to offer the best possible service to all who visit the Practice. However we are aware that things can go wrong, from time to time, and there may be occasions when you have cause to complain.

All complaints will be treated in confidence and will be thoroughly investigated. Your complaint will be raised with GPs and any learning points shared with staff to improve our services.

Our Practice policy follows the principles of the NHS Complaints procedure, 2009.

1. Key Roles

The Practice Responsible person is : Dr J.J.O'Donovan

Complaints Manager : Mrs Stephanie Jackson, Practice Manager

2. Making a complaint

Informal

Most issues can be resolved informally, by speaking to a member of staff. Discuss your concerns with the relevant member of staff or ask to speak to the Practice Manager or Assistant Manager. If your oral complaint is dealt with satisfactorily within 24 hours then it may not be necessary to embark upon the formal complaints process.

Formal

If you don't feel you can solve issues informally, then your concerns should be put into writing. You can write a letter, or complete the complaints form which is held at the reception desk. Alternatively if you prefer, you can use an alternative format to record your complaint (e.g. audio tape), which will be transcribed into text for our records. If you need help to get your complaint into writing the Practice Manager or Assistant Practice Manager can help you with this at a meeting.

Your complaint will be acknowledged, within 3 days of the complaint being received, either by phone call or in writing and a meeting arranged to establish the precise nature of the complaint and what your expected outcomes will be.

Complaints should be made as soon as possible, but can be made within 12 months of the date of the event that you are complaining about.

3. Who can make a complaint

Complaints can be made by patients or someone acting on behalf of a patient or former patient who has received treatment at the Practice.

It may be on behalf of a child or an adult who may be incapable of making a complaint themselves.

4. Confidentiality

All complaints will be treated in the strictest confidence.

If the investigation of the complaint requires consideration of the patient's medical records, consent will be sought from the patient if the investigation requires disclosure of information to persons outside the practice.

Title	Version	Author	Valid from	Reviewed	Next review	Out of use
Complaints Policy	2	SJ	Sep16	Sep16	Sep 17	

5. Annual review of complaints

The practice will maintain, and review at least annually, a record of all complaints with any learning points and changes to procedures which have arisen.

6. If you are dissatisfied with the outcome of your complaint

If you are not happy with the outcome of your complaint dealt with at Practice level you can contact :

NHS England, by telephone : 0300 311 22 33

or email : england.contactus@nhs.net

or in writing to : NHS England, PO Box 16738, Redditch, B97 9PT

State 'for the attention of the complaints manager' in the title.

7. Ombudsman Services

If you then remain unhappy with the response you may contact the Parliamentary and Health Service Ombudsman.

To make a complaint, visit their website :

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

or contact the Customer helpline : 0345 015 4033

8. Retention of complaints records

Complaints records will be kept, securely, for a period of ten years following the complaint.

Title	Version	Author	Valid from	Reviewed	Next review	Out of use
Complaints Policy	2	SJ	Sep16	Sep16	Sep 17	