

# Scartho Medical Centre

## Compliments, Complaints & Concerns Procedure



### Introduction

If you have a compliment, 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.

### 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. This will enable us to establish what happened more easily. If this is not possible please be aware that complaints should be made:

- Within 12 months of the incident that caused the problem or of becoming aware of the matter complained about;
- Either to the commissioner of the service or to the service provider. In most cases this will be either NHS England or the Practice.

### If you wish the Practice to handle the complaint

We encourage that in the first instance you contact the practice to investigate and respond to your complaint or concern by writing or emailing the Practice ([nel.b81030@nhs.net](mailto:nel.b81030@nhs.net)). Oversight of complaints is kept by the Practice Manager and the Front of House Manager. The complaints procedure will be explained to you, and we will ensure that your concerns are dealt with promptly. If there are unforeseen delays with regards to responding to your complaint, you will be informed of the same. It will be a great help if you are as specific as possible about your complaint. Once we are in receipt of your complaint this will be investigated by speaking to the parties involved and the Practice will provide you with a response.

### If you wish NHS England to handle the complaint

Write to NHS England at; NHS England, PO Box 16738, Redditch, B97 9PT.

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

### What happens next?

We shall acknowledge your complaint within three working days, and if necessary, discuss the complaint further to ascertain further or unclear details. We shall then undertake to:

- Deal efficiently with complaints and investigate them properly and appropriately;
- Write to you on completion of the investigation and explain how it has been resolved, what appropriate action has been taken and advise you of your rights if you are unhappy with the outcome;
- Assist you in following the complaints procedure, or provide advice on where such assistance can be obtained.

### **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).

### **What happens if you are dissatisfied with the outcome?**

If you are unhappy with the explanation provided then the last stage of the Complaints Procedure is for the complaint to be referred to the Parliamentary and Health Ombudsman who can be contacted on their Complaints Helpline between 08.30 and 17.30 Monday to Friday:

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Fax: 0300 061 4000

You can also write to the Ombudsman at:

The Parliamentary Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

### **Compliments**

Whilst we are grateful for any feedback which will help us to improve our service we will also be grateful for any of the experiences which you have felt have been positive. It would be greatly appreciated if this is feedback to us through our website: [www.scarthomedicalcentre@nhs.uk](mailto:www.scarthomedicalcentre@nhs.uk) our facebook page: <https://www.facebook.com/ScarthoMedical/?ref=hl> or through NHS Choices: [www.nhs.uk](http://www.nhs.uk)