

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Kingsbridge Medical Practice 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.

COMPLAINING TO OTHER AUTHORITIES

We do hope that if you have a problem you will speak to us to resolve the matter informally or 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 can contact the following:

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a free and confidential advice service designed to help patients, carers and their families get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

Helpline: 0800 030 4563 (Mon-Fri from 9 am – 4pm)

A 24 hr answer service is provided outside of these times and during Bank Holidays

Email: mlcsu.patients@nhs.net

Text: 075 406 68541

INDEPENDENT NHS COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment and can provide advice on the NHS Complaints Procedure.

Helpline number: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

OMBUDSMAN

As a last resort, if you are not happy with the response from our Practice or PALS, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Textphone: 0300 061 4298

Website: www.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 0300 061 6161, or alternatively visit the following <http://www.cqc.org.uk/contact-us>

Kingsbridge Medical Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Wendy Cooper

Dr Shing Lee

Dr Ayesha Hussain

Dr Toby Helliwell

Dr Andrew Egopija

Please Take a Copy

(Revised March 2018)

LET THE PRACTICE KNOW YOUR VIEWS

Kingsbridge Medical Practice 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

- 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?
- Could you easily get through on the telephone?

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 Office Manager or Practice Manager who will try to resolve the issue informally with you. If your problem remains unresolved or you wish to make a formal complaint, please do so promptly, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. Written complaints should be addressed to the Practice Manager.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months of discovering that you have a problem, provided this is within 12 months of when the incident occurred

The Practice will acknowledge your complaint within three working days.

If necessary we will arrange a meeting with you to discuss the complaint and agree with you how the complaint is going to be investigated and the timescale for this to be completed.

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

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