

ENDERBY MEDICAL CENTRE - 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, which meets national criteria, as part of a NHS system for dealing with complaints.

How to complain:

We hope that most problems can be sorted out easily and quickly, often at the time they arise. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, because this will enable us to establish what happened more easily.

Complaints should be addressed to the Practice Manager or any of the Doctors. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Complaints Procedure will be explained to you and we will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

What we shall do:

We shall acknowledge receipt of your complaint within 3 working days and aim to report back to you within 10 working days of the date you raised the complaint with us; we shall then be in a position to offer you an explanation. However, there may be some cases or instances where more time will be required. We will endeavour at all times to keep you fully informed of developments. When we look into your complaint, we shall aim to: -

- Find out what happened and what went wrong
- Identify what we can do to make sure the problem does not happen again

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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Health Authority:

- 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, but this does not affect your right to approach the Local Health Authority. If you feel you cannot raise your complaint with the Practice, for further advice please contact the Complaints Department, East Leicestershire & Rutland Clinical Commissioning Group, Leicestershire County Council, Room G30, Penn Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB Telephone 2953405.

Verbal & written complaints

- Patients will be encouraged to give feedback to the Practice. The process for doing so will be advertised in the Practice Leaflet and also on signage in the waiting room. An information

leaflet is also available for patients to take away which gives details of how and to whom the complaint can be made.

- Where a complaint is made orally, the complaint shall be recorded and a copy of the written record given to the complainant.
- If complaint on behalf of someone else; permission needed from patient e.g. signed note unless incapable because of illness
- Please complete Enderby Medical Centre Complaints Report Form for the attention of Practice Manager
- The complaint shall be acknowledged within 3 working days of receipt
- When acknowledging the complaint, we will offer to discuss the complaint with the complainant at a time to suit them. We will advise the manner in which the complaint will be investigated and the likely timescale for this investigation and when the complaint is likely to receive a response.
- If the complainant does not accept the offer of a discussion then we will determine the response time and notify the complainant in writing.
- The investigation of the complaint will be made in the most appropriate manner and shall be conducted efficiently, at all times keeping the patient up to date with progress. As soon as possible after completion of the investigation, the complaint will be sent a written response.
- The response will include an explanation of how the complaint has been considered
- The response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect the complainant. It will confirm any actions that need to be taken as a consequence of the complaint. If local resolution has not been reached, it will identify the right to take the complaint to the Health Service Ombudsman.
- If complainant does not wish to raise complaint with the Practice, further advice can be sought from the Complaints Department, East Leicestershire & Rutland Clinical Commissioning Group, Leicestershire County Council, Room G30, Penn Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB Telephone 2953405.

Reporting

Enderby Medical Centre will undertake an annual review of complaints. An annual report will be produced giving details of:

- The number of complaints received
- A summary of subject matter
- A summary of outcomes
- Lessons learned and any improvements made
- The way complaints were handled
- The number of complaints passed to Ombudsman

The Health Service Ombudsman

The Ombudsman is completely independent of the NHS and Government. The Ombudsman can be contacted at Millbank Tower, Millbank, London SW1P 4QP, Tel: 0345 015 4033 or by emailing phso.enquiries@ombudsman.org.uk or by accessing www.ombudsman.org.uk.