

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that this practice adheres strictly to the rules of medical confidentiality and we cannot provide confidential information if you are making a complaint on behalf of someone else without first receiving written permission from the patient concerned.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can contact any of the following 3 bodies:

Patient Advice and Liaison Service (PALS) at North East Essex CCG.

Health Complaints Advocacy Service

The Complaints Manager, NHS England, PO Box 16738, Redditch, B97 9PT. Tel. 0300 311 22 33 (Monday – Friday 8 am to 6 pm, excluding English Bank Holidays) Email: England.contactus@nhs.net (with “for the attention of the complaints manager” in the subject line). www.england.nhs.uk/contact-us/complaint

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 03000 616161, email: enquiries@cqc.org.uk or alternatively visit the following website: <http://www.cqc.org.uk>

PALS, ESSEX ADVOCACY & OMBUDSMAN

PATIENT ADVICE AND LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients 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. Telephone: 01206 918730 (between 9.00 – 4.00, confidential answer phone outside of these hours) email: NEECCG.complaints@nhs.net or write to PALS, North East Essex CCG, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR.

HEALTH COMPLAINTS ADVOCACY SERVICE

This is a service that supports people who want to make a complaint about their NHS Care or treatment but have no support. They will offer you help and on-going support whilst your complaint is being resolved. They can be contacted at www.seap.org.uk, Tel: 0330 440 9000 email info@seap.org.uk, TEXT SEAP followed by your message to 80800, or write, PO Box 375, Hastings TN34 9HU

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman’s Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298 Email: phso.enquiries@ombudsman.org.uk

RANWORTH SURGERY



Compliments, Comments & Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Farrukh Shamshad & Dr Saima Qurban

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

The doctors and staff at this surgery aim to provide a quality service to our patients. If you have a concern about the care provided by the practice, we would be grateful if you could bring this to our attention so that we may investigate and hopefully improve the service we offer and rectify any mistakes. We also like to receive compliments. If we do something right please let us know!

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

In line with NHS guidelines this practice operates an in-house complaints procedure designed to deal with your complaint quickly and efficiently. We would hope to be able to deal with most queries at the time they arise and with the person concerned.

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

We would hope to be able to deal with most queries at the time they arise and with the person concerned. If this is not possible and you wish to make a formal complaint let us know as soon as possible in order to help us establish what has happened more easily.

A complaint must be made within 12 months of the incident which is the cause for concern occurring. Please address your complaint to Jane O'Shea, Practice Manager. We can help you write down your complaint if you wish. Please give as much detail as you can in order to assist with the investigation.

We will acknowledge your complaint within three working days, if you wish, we can arrange for a meeting with you to discuss the findings.

The care you receive from our practice will not in any way be influenced by the fact that you have made a complaint and you should continue to feel free to consult the GP or Practice Nurse as normal.

If you are concerned in any regard, please contact the Practice Manager, Mrs J O'Shea, in confidence.

This in-house procedure does not deal with matters of legal liability or compensation.

It does not affect your right to make a formal complaint to NHS England.

COMPLIMENTS, COMMENTS AND COMPLAINTS FORM

Name : _____

DOB: _____

Address: _____

Telephone: _____

Date of compliment/comment/Complaint: _____

Details: _____

Signed: _____ Date: _____