

WOODLANDS MEDICAL PRACTICE
Complaints Procedure.

Patients information leaflet.

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 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 and with the person concerned. 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** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem.

Complaints should be addressed to Mr M Cooper (Practice Business Manager) Mrs D Scholes (Assistant manager) or Miss H Cooke (Office Manager). Alternatively, you may ask for an appointment with Mr Cooper, Mrs Scholes or Miss Cooke to discuss your concerns who will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

It would be helpful if you put your complaint in writing but if this is not possible, we will make a written record of the complaint and provide you with a copy and ask that you check that our understanding of the complaint is correct.

The Independent Complaints Advocacy (ICA) can help anyone wishing to put their complaint in writing but unable to do so themselves.

Tel. No. 0808 802 3000, further information is also available at www.carersfederation.co.uk/ica/

What we shall do

We shall:

- acknowledge your complaint within three working days either orally or in writing
- discuss with you how the complaint is to be handled
- agree a timescale in which the investigation is likely to be completed and the response is likely to be sent. If the timescale is unable to be met, we will keep you informed of this.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible 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 we can do to make sure the problem does not happen again
- explain how we have investigated your complaint

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. If this is the case it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Complaining to the Ombudsman

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. However, if you are not satisfied how your complaint is being dealt with or if you feel you cannot raise your complaint with us. You should contact the Parliamentary and Health Service Ombudsman.

Contact details:-

- via the website www.ombudsman.org.uk
- By telephone to the complaints helpline:- 0345 015 4033 (Mon-Fri 8.30am-5.30pm)
- E-mail Phso.enquiries@ombudsman.org.uk
- By fax: 0300 061 4000
- In writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

Advice and support

If for any reason you feel you need more support or guidance there are a number of ways you can receive help:

You can contact NHS England Customer Contact Centre

Address: NHS ENGLAND, P O Box 16738, Redditch, B97 9PT

Tel: 0300 3112233 (Monday to Friday 8am to 6pm excluding Bank Holidays)

e-mail: England.contactus@nhs.net

The Independent Complaints Advocacy (ICA) is an independent service supporting people making a complaint about the NHS. They can be contacted via the Internet or by telephone:

- www.carersfederation.co.uk/ica/
- Tel. No. 0808 802 3000