



Pembroke Road Surgery

www.pembrokeroadsurgery.co.uk

PRACTICE COMPLAINTS PROCEDURE

We always try to give you the best services possible, but there may be times when you feel that this has not happened. This leaflet explains what to do if you have a complaint about the services we provide here.

Most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. This may be the approach you try first.

The Practice will take reasonable steps to ensure that patients are aware of:

- Their right to complain
- The complaints procedure
- The time limit for resolution
- How it will be dealt with
- The name of the senior manager overseeing their complaint
- In the case of clinical complaints, the name of the lead GP Partner
- Their right of appeal
- Further action they can take if not satisfied
- The fact that any issues will not affect any ongoing care from the surgery.

Making a Complaint:

If you are unable to resolve your complaint at the time with the person and therefore wish to make a formal complaint you should do so, **in writing** as soon as possible after the event. Ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

within 12 months of the incident,

or,

within 12 months of you discovering that you have a problem, giving as much detail as you can. If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. (See the separate section in this leaflet.)

Receiving of complaints

The Practice may receive a complaint made by, or (with his/her consent) on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice, or:

- (a)
- where the patient is a child: by either parent, or in the absence of both parents, the guardian or other adult who has care of the child
 - by a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989;
 - by a person duly authorised by a voluntary organisation by which the child is being accommodated
- (b)
- where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare

Send your written complaint to:

Heather Carrigan
Practice Manager
Pembroke Road Surgery
111 Pembroke Road
Clifton
Bristol BS8 3EU

For an informal discussion, please contact Heather Carrigan on: 0117 317 1704.

What we will do:-

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days and this will include how the complaint will be handled and the timescale. We will keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

In summary

- We take all complaints very seriously and conduct a thorough investigation, addressing any learning needs that may arise as a result.
- On receipt of a written complaint an acknowledgement will be sent within three working days confirming receipt and outlining the next steps.
- You will be kept update on the progress of the investigation as appropriate.
- It may be that outside sources will need to be contacted and if that is the case then a patient consent form will need to be signed to make such a request.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident 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.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above, apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you prefer not to contact the Practice directly

NHS England has responsibility for **primary care** in Bristol; GP practices, dental practices, opticians and pharmacies. People with complaints or concerns about a GP practice, dental practice, optometry practice (optician) or pharmacy can contact the NHS England Customer Contact Centre for advice, guidance and to register a complaint:

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Post: NHS England

PO Box 16728

Redditch B97 9PT

Advocacy

Advocacy is commissioned by the Council from HealthWatch Bristol. They can offer different levels of support from self-advocacy through to trained volunteer advocates and professional advocacy. They support patients to look at different options and possible outcomes so they can make informed choices about what action they can take.

HealthWatch can be contacted on 0808 808 5252.

Patients may also like to take advice from the Independent Complaints Advocacy Service (ICAS) (Tel: 01225 762723, Email: southwest.icas@seap.org.uk). This completely independent and free service is intended to provide additional support to patients and will act as their advocate if required.

If you remain dissatisfied with the response from the Practice

In all complaints, the **second stage** of the NHS complaints process remains to ask the Parliamentary and Health Service Ombudsman to review the complaint. You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

COMPLAINT FORM

Patient Full Name:

Date of Birth:

Address: _____

Complaint details: (Include dates, times, and names of practice personnel, if known)

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(Continue overleaf if necessary)

SIGNED..... Print Name.....

PATIENT COMPLAINT - THIRD-PARTY CONSENT FORM

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I consent fully to my Doctor releasing information to, and discussing my care and medical records with the person named above.

This authority is for an indefinite period / for a limited period only (delete as appropriate). Where a limited period applies, this authority is valid until:

..... (insert date)

Signed (Patient)

Date.....

Revised: January 2020