

Complaint Information Leaflet - (Rev June 2019)

**Our aim is to provide the highest level of care for all our patients.
We will always be willing to hear if there is any way that you think that we can
improve the service we provide.**

Making a Complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 from the date on which the matter occurred, or from when the complainant first knew about the matter.

Nicole Canty-Davis (Operations Manager) will deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Nicole Canty-Davis, Operations Manager

In writing – some complaints may be easier to explain in writing - please give as much Information as you can, send your complaint to the practice for the attention of the Operations Manager (Nicole Canty-Davis) as soon as possible.

What We Shall Do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within six months of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

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 appropriate;
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Where Else Can I Complain?

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that raising your complaint direct with the surgery will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you do not wish to raise your complaint via the surgery it is your right to approach NHS England.

NHS England's contact details for such issues are:-

NHS England,
Customer Contact Centre,
PO Box 16738,
Redditch,
B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

The link to the appropriate website page: <http://www.england.nhs.uk/contact-us/complaint/>

What You Can Do Next

If you are dissatisfied with how we deal with your complaint, you have the right to contact the Health Service Ombudsman.

You can contact them via email phso.enquiries@ombudsman.org.uk;

Or by telephone on 0345 015 4033;
Or text call-back service 07624813005

Or in writing to

**The Parliamentary and Health Service Ombudsman,
Millbank Tower, Millbank, LONDON, SW1P 4QP**

Complaints about your personal information

Should you have any concerns about how your information is managed at the GP Surgery, please contact

- Nicole Canty-Davis, GDPR Lead
- Dr Alex Hickson, Caldicott Guardian
- Debbie Pratten – Data Protection Officer for KHC

If you are still unhappy following a review by us, you can then complain directly to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

**Dr Anna Wheatley – Dr Neil Kerfoot – Dr Helen Stoddart
Dr Rebecca Pegden – Dr Lucy Puddicombe – Dr Alex Hickson
Dr Niki Hempton – Dr Ellie March – Dr Emma Williams – Dr Rosie Floyd – Dr Kate Hosie
Managing Partner – Andrew Smith**