

## Making a complaint

### Comments, Complaints & Suggestions

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 of the incident or event occurring which is the cause for concern.

Our Complaints Officer, will be pleased to 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 Marie Oakley

***In writing*** – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of Marie Oakley as soon as possible.

If for any reason Marie is not able to help you with your concern she will involve the practice manager in 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 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.

## 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 21 working days of the date when you raised it with us. We inform you of any delay in the process. 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.

### What you can do next

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

However this does not affect your right to approach the local Mid Essex Clinical Commissioning Group if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint.

## NHS England Customer Contact Centre

(GP/Dentist/Optician)

0300 311 2233

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

NHS England Customer Contact Centre

PO BOX 16738

Redditch, B97 9PT

### Secondary Care Complaints (Hospital)

The Patient Advice and Liaison Service (PALS) based at Mid Essex CCG provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.



01245 459 459 Monday – Friday 9am - 5pm

@ [meccg.patientexperience@nhs.net](mailto:meccg.patientexperience@nhs.net)

(ICAS) for help if you wish to make a complaint. Tel. 0845 456 1083 email: [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net) or write to them at;

POhWER ICAS (Essex)

Ground Floor

7 Lords Court

Cricketers Way

Basildon Essex SS13 1SS

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary And Health Service Ombudsman (PHSO) to review your case. The PHSO can be contacted on 0345 015 4033, or write to them at:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

You can Email them at: [poho.enquiries@ombudsman.org.uk](mailto:poho.enquiries@ombudsman.org.uk)

Or visit their website at: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Help us get it right

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

## Rivermead Gate Medical Centre Wood Street Surgery

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Chelmsford, Essex, CM4 1TR  
Telephone: 01245 348688  
[www.rmgmc.co.uk](http://www.rmgmc.co.uk)

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