



PARK SURGERY

PATIENT INFORMATION LEAFLET

Practice Complaints Procedure

This leaflet is available on paper in the practice and is reproduced on the Park Surgery website.

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS complaints system, which meets or exceeds national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be resolved at this time and you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily.

If doing that is not possible your complaint should be submitted

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

You should address your complaint in writing to the Practice Manager (you can use the attached form) who will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated your concerns within 30 -60 working days of the date when you raised your complaint with us.

However, NHSE does not require us to adhere to a time limit as this will depend on the nature of your complaint. This timescale may be dependent on annual leave, sickness, external organisation involvement or complexity of the complaint.

If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

When we look into your complaint, we will

- Investigate the circumstances
- Make it possible for you to discuss the problem with those concerned; if you should wish to do so
- Make sure you receive an apology if this is appropriate
- Take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

Additional help and advice

If you are not happy with the practice response, there are other organisations you can contact for guidance. Here are the details:

Healthwatch WestSussex

The contact details for Healthwatch West Sussex Independent Health Complaints Advocacy Service are:

Post:POBox1360,Crawley,RH100QS

Phone:03000120122

Email:helpdesk@healthwatchwestsussex.co.uk

NHS Sussex

Anybody wishing to initiate a formal complaint can do so verbally or in writing (including by telephone or email) to NHS Sussex. Any complaints received by the NHS Sussex ICB will be forwarded on to the ICB Patient Experience Team.

The ICB Patient Experience Team's email address is: sxicb.complaints@nhs.net

NHS England

Any concerns or complaints about a General Practitioner (GP), dentist, pharmacist, or optician that cannot be resolved locally with the Practice Manager must be referred to NHS England (NHSE).

Complaints about a GP that are of a clinical nature will be referred to NHSE as above, however, if the complaint is about a GP practice contractual issue, then the ICB will investigate.

England.contactus@nhs.net

Phone: 03003112233

NHS England Customer Contact Centre
PO Box 16738
Redditch
B979PT

The Parliamentary and Health Service Ombudsman (PHSO)

Further information on the role and work of the PHSO is available from:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel.ComplaintsHelpline03450154033
Email:phso.enquiries@ombudsman.org.uk

The Independent Health Complaints Advocacy Service (IHCAS)

The Independent Health Complaints Advocacy Service is a free, independent, confidential advocacy service that can help individuals to make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS.

Under the Mental Capacity Act 2005, in the event that a patient lacks capacity and does not have an appropriate nearest relative to act on their behalf, an IMHA (Independent Mental Health Advocate) can be allocated. Complainants may also receive support from specialist advocacy services or from the Citizens Advice Bureau.

COMPLAINT FORM

Patient Full Name:

Date of Birth:

Address:

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

SIGNED..... Print name.....
(Continue overleaf if necessary)

PATIENT THIRD-PARTY CONSENT

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 fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

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 only)

Date: