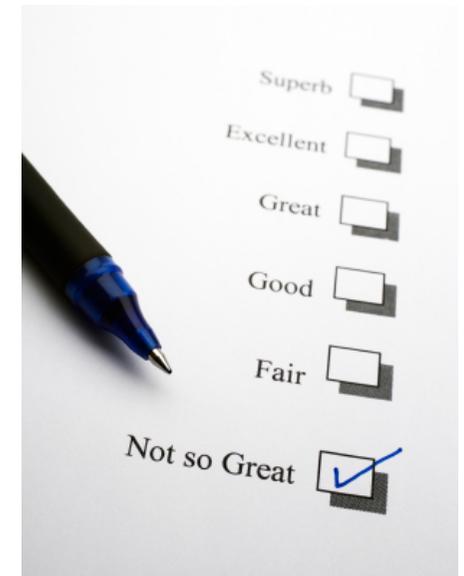


Something wrong?



How to make a complaint

Complaints policy

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service.

Should you be concerned about any aspect of your treatment, or the service you receive when you come here, we would like to hear what you have to say so that we can do something about it. We promise that we will deal with your concern courteously and promptly so that the matter is resolved as quickly as possible.

We aim to defuse any situation quickly, to the satisfaction of the patient, so that it does not escalate into a situation that would be difficult for the patient or the practice. It is better to fix something and redeem it, than to defend a position if we know we are wrong.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

We aim always to please and to have happy and satisfied patients – any comments received that will enable us to improve our service will be acted upon.

When we make mistakes, we do not intend to cover them up or defend them – we will say sorry, learn from our mistake and do whatever we have to, to make sure that the same mistake doesn't happen again.

Patients should be assured that any complaint that they raise on the practice will not prejudice their treatment and neither they, nor their parents, carers or relatives will be discriminated against in any way by us.

Who will deal with your concern or complaint?

The Practice Manager, Andy Toward, deals with all concerns and complaints. Please just ask to see him by asking Reception, or if you are not in the practice please ring in and ask to speak to him. He will then listen to your concerns and deal with them.

What will we do and how long will it take to sort out?

Any written complaint will be acknowledged in writing, normally within 3 working days.

We will seek to investigate the complaint immediately, and normally within 10 working days we would aim to give an explanation of the circumstances which led to the

complaint. The investigation will involve talking to the person or people involved, looking at your treatment records and researching any evidence surrounding the situation. We would then ask to meet with you, speak with you by phone or write to you. If it cannot be investigated within 10 working days, we will write to you explaining why.

For written complaints, we will confirm the decision in writing.

What we do afterwards

Any complaint is logged. Any formal complaint is reported by us to the NHS Area Team. Wherever a complaint is justified and highlights something for us to fix, then we aim to follow this up and action improvements to make sure that it doesn't happen again, to the best of our ability.

What if you are not satisfied with our response?

If you are not satisfied with our response then you may wish to take the matter further.

From 1st August 2015 the NHS England North Midlands Complaints Service will be responsible for the investigation of all NHS England complaints relating to primary care provided in Staffordshire, Shropshire, Derbyshire and Nottinghamshire.

Although the North Midlands Complaints Service has offices in Mansfield, all new complaints need to be sent to the NHS England Customer Contact Centre, who will log the complaint and forward it to the relevant office.

You can contact the Customer Contact Centre as follows:

NHS England
PO Box 16738
Redditch
B97 9PT
England.contactus@nhs.net
0300 311 2233

If you are not satisfied with the way your complaint has been handled by the commissioner, then you can contact the Parliamentary & Health Service Ombudsman (PHSO) at **The Parliamentary and Health Service Ombudsman**, Millbank Tower, Millbank, London, SW1P 4QP—phso.enquiries@ombudsman.org.uk—0345 015 4033.