

Springmead Surgery, Chard



Complaints Procedure – Patient Leaflet

Document history

14.11.14 - First published	14.11.17 – 1 st Review
Amendments	23.08.18 – 2 nd Review

We aim to provide the best possible service for our patients, and we will always welcome your views and suggestions for further improvement.

However, we realise there may be occasions where our service to you falls short, or when you may not be satisfied with our standards.

If you have a complaint please let us know why, and how we can resolve it for you.

We hope that most problems can be resolved, quickly and satisfactorily, preferably at the time they arise and with the person concerned.

If your problem cannot be resolved on the spot, and you wish to make a complaint, our complaints procedure is:

1. Please see if you can resolve your issue with the practice at the time it arises, by discussing the issue with the person concerned
2. If you are unable to obtain satisfaction, or if you prefer not to discuss the issue with us, proceed to making a formal complaint. You can do this verbally, in writing, or electronically
3. You can complain to the Practice or alternatively to NHS England
4. There are some exclusions and time limits which apply (see later)
5. If you complain to the Practice we will acknowledge receipt of your complaint within 3 working days
6. We will investigate your complaint as quickly as possible and write to you within 10 working days, notifying you of the outcome
7. If you are unhappy with the outcome you can refer your complaint to the Parliamentary and Health Service Ombudsman.

1. Introduction

If you have a complaint or concern about the service you have received from the doctors or staff working at our surgery, you are entitled to ask us for an explanation. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

Our complaints procedure meets national criteria (Local Resolution under NHS and Social Care Complaints Procedure governed by The Local Authority Social Services and National Health Service complaints (England) Regulations 2009.)

Our receptionists can normally deal with grumbles and other minor matters quickly and efficiently, often at the time they arise. Our Operations Manager can also assist you in trying to resolve any problems on an informal basis.

2. Local Resolution

If you have a complaint about our services we will try to resolve this with you in the practice. Dr Sarah Pearce, Senior Partner, is nominated 'Responsible Person' to oversee complaints. Complaints will be investigated by Ruth Bagg, Operations Manager. Another Partner will be appointed to investigate any complaint which involves Dr Pearce or Mrs Bagg.

In the first instance, the practice would welcome the opportunity to resolve your complaint. Under local resolution you are also able to complain to the organisation responsible for commissioning the services provided by the practice. This is NHS England.

If you complain about the practice to NHS England, there are two alternative options:

Option A NHS England decides that it can handle the complaint. NHS England must seek your consent to send the details of your complaint to the practice. This is to enable them to obtain any relevant information from the practice

Option B NHS England may consider that it is more appropriate for the practice to answer the complaint, in which case it must seek your consent to ask the practice to investigate and respond

Important You must choose at the outset whether to make your complaint to the practice or to NHS England. If you make your initial complaint to the practice and do not agree with our response you cannot then seek a review from NHS England. You still have the right to refer your complaint to the Ombudsman.

3. How to complain

You can complain in the following ways:

- In person - in the practice
- By telephone - to the practice (01460 – 63380)
- By telephone - to NHS England (0300 3112233)
- In writing to :
 - Dr Sarah Pearce, Senior Partner, Springmead Surgery, Summerfields Road, Chard, Somerset, TA20 2EW
 - Complaints Manager, NHS England, Customer Contract Centre, PO Box 16738, Redditch B97 9PT
- Electronically by email to the practice somccg.reception-springmead@nhs.net
- Electronically by email to NHS England england.contactus@nhs.net

A complaint form is included at the end of this leaflet. If you are complaining in writing, you can use the complaint form. Alternatively, a letter is equally fine.

Complaints resolved verbally within 24 hours

It may be possible to resolve a simple verbal complaint and wherever possible the practice will seek to do this for you within 24 hours of you making a verbal complaint. Complaints dealt with in this way fall outside of the regulations.

All other complaints

All other complaints are governed by the regulations and will result in a formal written response being made to you.

If you require any help to make your complaint, the practice can assist you with this. For further information about this help contact Ruth Bagg, Operations Manager.

4. Complaining on behalf of somebody 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 signed note by the person concerned will be needed.

In certain circumstances, the regulations impose a duty upon the practice to satisfy us that the representative is an appropriate person to make a complaint.

5. Exclusions

Our Complaints Procedure excludes:

- Complaints that were first made verbally and which were resolved to the complainants satisfaction within 24 hours
- Complaints about the same subject matter as a complaint that has previously been made and resolved
- Complaints alleging failure by the practice to comply with a request for information under the Freedom of Information Act 2000.

6. Time Limits

A complaint should be made within 12 months of the date on which the matter first occurred, or 12 months from when the matter came to the attention of the complainant.

A complaint may be considered outside of the time limit if the complainant has good reason for not making the complaint within the 12 months complaints time limit.

The practice will also consider whether it is still possible to investigate the complaint fairly and effectively if it is outside the 12 months limit.

7. How will we handle your complaint?

- We will record the date we received your complaint and acknowledge receipt of your complaint within 3 working days
- We will offer you the opportunity to discuss your complaint
- Your complaint will be promptly investigated
- We will advise you of the outcome of the investigation in writing within 10 working days
- We will take any necessary action in light of the outcome of the complaint.

During the complaints process you will be treated with respect and courtesy and if required we will help you as far is reasonably practical to understand our procedures and advise on where you may be able to obtain assistance.

8. Ombudsman

If you are not satisfied with our response to your complaint you can refer your complaint to the Parliamentary and Health Service Ombudsman. This must be within 12 months of the completion of the local resolution. The Parliamentary and Health Service Ombudsman can also consider any complaints about the administration of a complaints procedure itself.

9. Useful contacts and websites

The Practice

Dr Sarah Pearce
Senior Partner (Responsible Person for Complaints)
Springmead Surgery
Summerfields Road
Chard TA20 2EW
Tel 01460 63380, email somccg.reception-springmead@nhs.net

NHS England

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

Telephone: 0300 311 22 33 email england.contactus@nhs.net

Ombudsman

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

Tel - Complaints Helpline 0345 015 4033 (8.30 am to 5.30pm Mon to Fri)

Fax - 0300 061 4000

Email – phso.enquiries@ombudsman.org.uk

Websites

www.pals.nhs.uk

www.seap.org.uk

www.nhschoices.nhs.uk

Springmead Surgery, Chard Complaint Form

Please use this form to explain why you have a complaint, and how we can resolve it for you.

1. Complainant's details

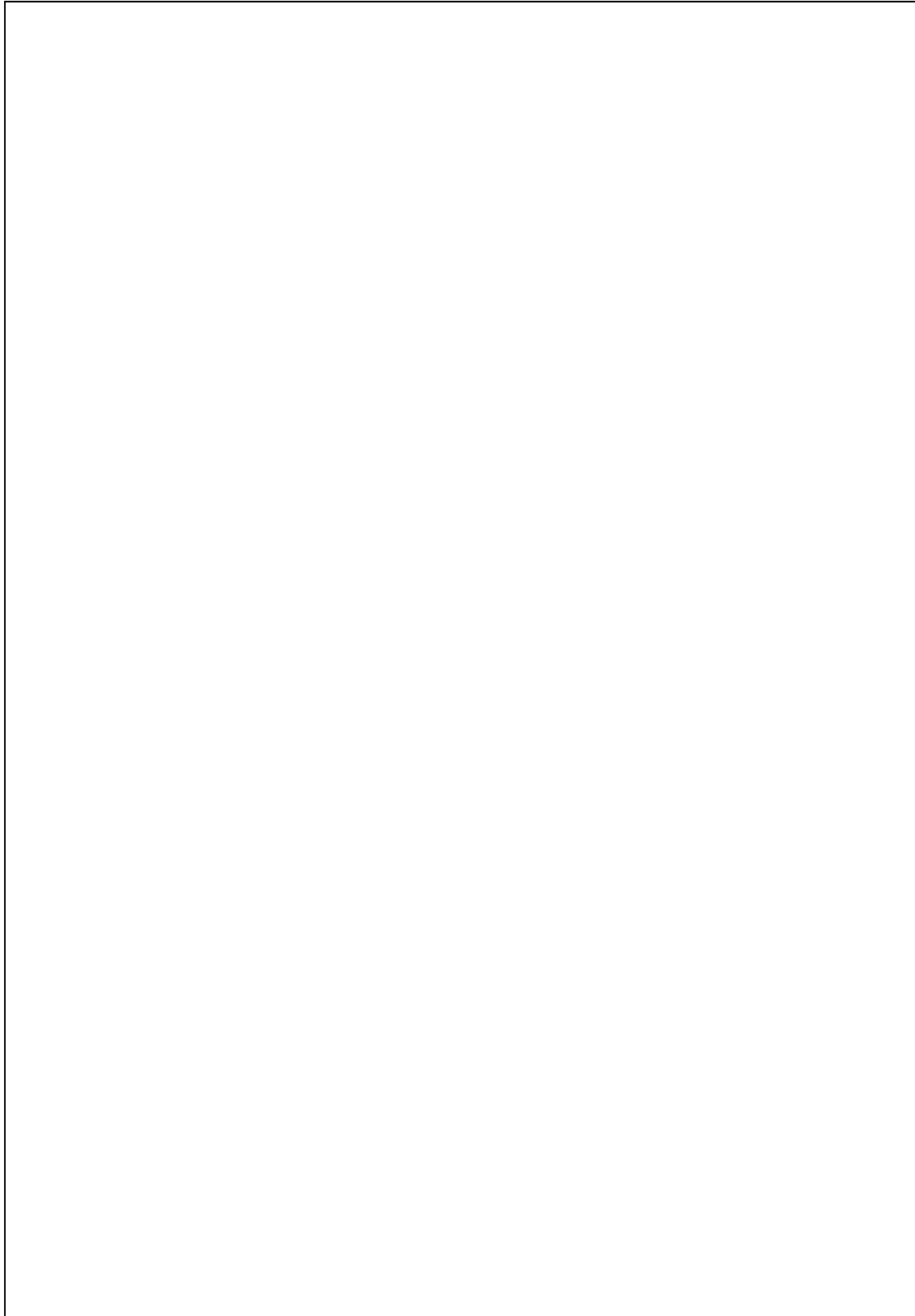
Name	
Address	
Postcode	
Contact telephone number	
Email address	
Signed	
Date	

2. Patient's details (where different from above*)

Name	
Date of birth	
Address	
Postcode	
Contact telephone number	
Email address	
Signed	
Date	

(* We will need the signed written authority of the patient for you to act on their behalf)

3. Details of complaint (including date(s) of events and persons involved
please continue overleaf if necessary)

A large, empty rectangular box with a thin black border, intended for the patient to write the details of their complaint. The box is currently blank.

4. How can we resolve the complaint for you?

A large, empty rectangular box with a thin black border, occupying most of the page below the question. It is intended for the user to provide their response to the question.