

Broadwater Medical Centre

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PATIENT INFORMATION LEAFLET

We welcome your compliments, suggestions or concerns about the service you have received from the doctors or any of the staff working in this practice.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

Complaints should be directed to our Practice Manager, Mrs C Wallace or any of our doctors. Mrs Wallace will explain the complaints procedure to you and will make sure your complaint is dealt with promptly. It will be helpful if your letter can be as specific as possible listing dates and, where known, the names of the people involved.

Mrs Wallace can be contacted by phone or letter.

How to complain (local resolution)

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 using our complaints form.

- We will acknowledge receipt of your complaint within three working days of receiving it
- We will then investigate the complaint within the practice
- We will keep you informed of the progress of our investigation
- We will send you a response explaining the outcome of our investigation and any actions to be taken as a result
- We will aim to have looked in to your complaint within 10 working days of the date we received it although this may vary if doctors or staff involved in the issue are away from the practice

When we look in to 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
- Identify what we can do to make sure the problem doesn't happen again

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 their permission to do so. There is a section on the complaints form for them to sign to acknowledge that they are giving their permission for us to deal with the complaint through you.

Help and advice

You may wish to get advice from:

NHS England
PO Box 16738
Redditch
B97 9PT

Telephone 0300311 22 33

england.contactus@nhs.net

OR

NHS Complaints Advocacy Service
Voiceability
United House
North Road
London, N7 9DP

0300 330 5454

www.nhscomplaintsadvocacy.org

What to do if you are not happy with our response

If you are not happy with the local resolution process you can ask the Health Service Ombudsman for an independent review. Their details are:

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

Telephone – 0345 015 4033

Email – phso.enquiries@ombudsman.org.uk

Broadwater Medical Centre - Complaints Form

Your details

Title (Mr, Mrs, Ms etc)

Your full name

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Who you are (for example: patient, patient's relative, patient's next of kin, etc)

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The patient's full name (if you are not the patient)

The patient's DOB

	DD	MM	YY
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If you are complaining on the patient's behalf, you will need to get them to put your name in the declaration below and then sign and date it.

I agree to

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making this complaint on my

behalf. I agree that they may see my medical records and any other information that might be relevant to this complaint.

The patient's signature

Date

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To be completed by the person making the complaint:

Your address

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Your daytime telephone number(s)

--

Complainant's signature

Date

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Details of your complaint

Please describe your complaint as fully as possible. Explain exactly what happened, where it happened and the dates. If your complaint relates to more than one issue, please give details and dates for as much as you can. If you need to write on additional sheets, please head each sheet with your name and the date.