

Complaints and Suggestions Policy

Name & title of Originator/Author:	Mr P Tyrrell, Practice Manager Mrs C Sarfas, Assistant Practice Manager
Target Audience	All Practice Staff, Practice Patients
Original Policy approved by	All Practice Partners

Our aim is to provide the highest level of care for all our patients. We will always be willing to listen if there is any way that you think that we can improve the service we provide.

Making a complaint

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 6 months of the incident occurring which is the cause for concern.

Our Practice Manager, Peter Tyrrell, will be pleased to deal with any complaint. He 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 Peter Tyrrell, Practice Manager to arrange an appointment to see him at a mutually convenient time.

(Please note that to assist the practice in investigating your complaint you may be asked to put the points you wish to be investigated or discussed in writing. This ensures that there is clarity and no misunderstanding in the issues that you wish to be investigated).

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Peter Tyrrell, Practice Manager, as soon as possible.

To a third Party – If you do not feel you are able to address your complaint with us then you may prefer to do so via the NHS Commissioning Board (details below)

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 10 working days of the date when you raised it with us.

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.

We shall then be in a position to give you an explanation in writing.

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. A note signed by the person concerned will be needed, unless they are incapable.

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.

Until 30 June 2023 you can also contact NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint. You may contact them

By telephone: 0300 311 2233 (lines are open Monday to Friday 8.00am – 6.00pm, excluding bank holidays)

By email: England.contactus@nhs.net

With your permission they will work with you and us to help resolve your complaint. Any complaint received until this date will be retained by NHS England.

From 1 July 2023 if members of the public want to make a complaint about primary care services to the commissioner, will now contact Mid and South Essex integrated care board instead of NHS England.

The contact details are as follows:

- Telephone: 01268 594444
- E-mail: Mseicb.complaints@nhs.net
- Writing to us at: Mid and South Essex Integrated Care System · Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3HG

Support in making your complaint is also available from the Essex Healthwatch on 0300 500 1895. Text: [07712395398](tel:07712395398). Email: info@healthwatchessex.org.uk or there is the Essex Advocacy service on 0300 34 35 736.

If you remain dissatisfied with the responses to your complaint, you have the right to ask for an independent review through the Parliamentary and Health Service Ombudsman. The address is Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. The telephone number is 0345 015 4033 and their fax number is 0300 061 4000. Email: phso.enquiries@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.