

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service

**Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

Tel: 0345 0154033

Website: www.ombudsman.org.uk

The PALS Service

Neither NHS England nor the CCGs operate PALS services, but Worcestershire Acute Hospitals NHS Trust and Worcestershire Health and Care NHS Trust continue to do so, to provide advice and support to patients.

Healthwatch Worcestershire has also assumed some of the signposting responsibilities in terms of pointing patients in the right direction for complaints or queries (tel: 01386 550264, email: info@healthwatchworcestershire.co.uk, write: Healthwatch Worcestershire, Queen Elizabeth Drive, Pershore, WR10 1PT)

On the **South Worcestershire CCG** website there is also the option for patients to submit queries or ask for advice, please go to:- <http://www.southworcscg.nhs.uk/contact-us/complaints/>



Upton Surgery

Complaints Procedure

Patient Information Leaflet

Listening, Responding and Improving

Help Us To Get It Right

We constantly try to improve the services we offer. Please let us know when you think we have done something well or if you have any suggestions on how we can do something better.

Our suggestion box is located in the patient waiting area for your use.

Our website allows for feedback and comments on www.uptondoctors.co.uk.

August 2017 JD

Making a Complaint

As a practice we strive to deliver a quality service to meet the needs of our patients, however in a very small number of cases, we don't always get it right.

We are aware that some patients are reluctant to contact the surgery with a complaint regarding their treatment/care. However as a surgery we actively encourage you to do so, giving us the opportunity to address your concern with you.

All complaints will be dealt with in a confidential and timely manner. During investigation of the complaint any information shared will be done so on a need to know basis only.

It is important that you inform us of any problems as soon as possible after the incident has taken place and at latest within 12 months.

Complaints may be received either verbally or in writing. You can speak to any member of staff who will capture the initial information you provide by completing a complaints form. This will then be passed on to the surgery's complaints lead or in their absence, a senior member of staff.

If you are complaining on behalf of someone else, and in order to maintain patient confidentiality, we will require to know that you have their permission to do so.

On initial contact we would hope to resolve any concerns/issues you have around your treatment or care to your satisfaction. This may be via a telephone conversation, email or where appropriate meeting with you. If a resolution is not agreed the Practice operates a formal complaints procedure which conforms to NHS guidelines.

On receipt of a complaint which triggers the surgery's formal complaints process you will receive an acknowledgement within 3 days. This acknowledgement, which could be in written form or by telephone, will confirm that the issues you have raised will be investigated.

Upton surgery has a nominated Complaints Lead, Kira Mortelmans, who is responsible for monitoring the complaints process and the progress of the investigation ensuring that any concerns you have, will be investigated thoroughly and in a timely manner.

Our aim is to investigate your concerns and contact you with the outcome within 10 working days. However, in some instances this may take a little longer; we will keep you informed if this is the case.

The complaints lead will identify an appropriate member of the surgery team to undertake the investigation. This could be a GP Partner, or other senior person associated with the practice.

The responsibility of this person is to find out what happened by conducting a detailed investigation of the complaint and related issues and for ensuring that action is taken in the light of the outcome of any investigation.

Once the investigation is completed we will provide you with a written statement of the investigation and its conclusions or where appropriate meet with you to discuss the outcomes.

Our complaints procedure is available on request from Upton surgery.

Send your written complaint to:

Kira Mortelmans

Assistant Practice Manager/Complaints Lead

Upton Surgery,

Tunnel Hill,

Upton upon Severn.

Worcs

WR8 0QL