### Complaining on behalf of someone else

Please note that Bridge End Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned is required unless they are incapable of providing this due to illness or disability.

### **Complaining to other Authorities**

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure and allow us to help. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any available bodies listed.

NHS Resolution resolution.nhs.uk/

Tel: **020 7811 2700** 

**Healthwatch County Durham** -

www.healthwatchcountydurham.co.uk/

Tel: **0800 3047039** 

Independent Complaints and Advocacy (ICA) -

www.carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica/

Tel: **0808 802 3000** 

Parliamentary and Health Service Ombudsman -

www.ombudsman.org.uk/

Tel: **0345 015 4033** 

Care Quality Commission (CQC) - www.cqc.org.uk/

Tel: **03000 616161** 

# NHS Resolution/Healthwatch County Durham, ICAS & Ombudsman

#### **NHS Resolution**

NHS Resolution is an arm's-length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care.

### **Healthwatch County Durham**

Healthwatch County Durham helps you and your family get the best out of health and social care services in County Durham. We are the independent champion for people who use health and social care services.

### **Independent Complaints and Advocacy (ICA)**

ICA is a national service that supports people who want to make a complaint about their NHS Care or treatment.

NHS Advocacy is now provided by North East NHS Independent Complaints Advocacy (ICA), supporting individuals complaining about the NHS in the North East.

### Parliamentary and Health Service Ombudsman

Are an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.

### CQC

CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve through monitoring, inspection and regulate services.



# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## **PARTNERS**

Dr T. S. P. Johnston

Dr S. C. Morgan

Dr A Yadav

(Revised September 2023)

### LET THE PRACTICE KNOW YOUR VIEWS

Bridge End Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

# <u>Tell us about our service by completing the comments</u> form in this leaflet

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### **Practice Complaints Procedure**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support and the complaint does not form part of your medical records.

### **HOW TO COMPLAIN**

In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact **Kelly Sheldon**, **Deputy Practice Manager** who will try to resolve the issue and offer you further advise on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

Within 6 months of the incident that caused the problem

### OR

 Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within five working days and aim to have investigated your complaint within twenty working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice investigates your complaint, we aim to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINTS AND COMMENTS FOR	(IVI
Name:	
Address:	
Telephone:	
Date of complaint / comment:	
Details:	
Signed:	