

Complaints

We hope you will receive an excellent service here at the Musters Medical Practice. If you have a complaint about the service you have received from the doctors or any of the staff working here, please let us know. We operate a practice based complaints procedure as part of a NHS system for dealing with complaints. Our complaints procedure meets national standards.

We hope that you will use this procedure which allows us to look into and, if necessary, put right any problems you have identified or mistakes that have been made. In most instances complaints arise out of a failure of communication or misunderstanding and a simple explanation or further meeting with the person concerned will often resolve concerns.

How to complain:

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 problems cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a few days or at most a few weeks, because this will enable us to establish what happened more easily.

Who to complain to:

Complaints should be addressed to one of the practice managers who are responsible for running the complaints procedure, or one of the doctors. Alternatively you may wish to make an appointment with one of them in order to discuss your concerns. The complaints procedure can be explained to you and full details of the complaint taken. It will be a great help if you can be as specific about your complaint as possible.

What we will do:

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We will then be in a position to offer you an explanation or a meeting with the people involved. Where appropriate we will apologise and try to identify what we can do to make sure

the problem does not occur again.

Complaining on behalf of someone else:

Please note that we must obey the rules of confidentiality. If you are complaining on behalf of someone else then we will need to know that you have their permission to do so. A note signed by the person concerned will be necessary unless they are incapable (because of illness) to provide one.

I am still not satisfied:

Using the practice based complaints procedure does not affect your right to complain to the Primary Care Trust (PCT). If you feel you cannot raise the complaint with us or are dissatisfied with the results of our investigation you should contact the PCT Complaints Manager.