**MILLVIEW SURGERY COMPLAINTS PROCEDURE**

Whilst we make every effort to give the best service possible to everyone who attends our practice, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

**HOW DO I MAKE A COMPLAINT**

To pursue a complaint please contact Kerry Dowson, Practice Manager or Lorna Dixon, Reception Manager and they will deal with your concerns appropriately and try to resolve the issue. 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, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. Your complaint will be acknowledged within 2 days. Complaint /comment forms are available from reception for you to detail your complaint.

We will aim to investigate the matter in detail and give you a full explanation and the opportunity of a meeting within 10 working days. Where deficiencies in our service are identified, we normally audit and document changes made and of course you will receive a full written apology.

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

Within 6months of the incident that caused the problem

or

Within 6 months of discovering that you have a problem, ideally within 12months. The sooner things are flagged up the better, not only to help us give a clear explanation, but also in some cases to prevent another problem in the future.

**WHAT WILL THE PRACTICE DO**

When we look into your complaint we aim to:

* Acknowledge your complaint within two working days
* 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 to happen
* Make sure you receive an apology where this is appropriate
* Identify what we can do to make sure the problem does not happen again

We will aim to have your complaint looked into within 10working days and then be in a position to offer you an explanation or a meeting with the people involved.

**WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE**

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 of providing this (because of a physical or mental illness).

**HOW DO I MAKE A COMPLAINT IF I DON’T WANT TO CONTACT THE PRACTICE DIRECTLY**

We hope that if you have a problem, you will use our practice complaints procedure, we believe this will give us the best chance of putting right whatever has gone wrong. It also gives us an opportunity to improve our practice. If you don’t want to complain to the Practice, you can contact either of the following 2 official bodies:-

Mansfield & Ashfield Clinical Commissioning Group

Hawthorn House,

Ransom Wood Business Park

Southwell Road West

Rainworth,

Mansfield

Nottinghamshire.

NG21 0HJ

Tel: 0300 300 1234

or

NHS England

PO Box 16738

Redditch

B97 9PT

[England.contactus@nhs.net](mailto:England.contactus@nhs.net) (FAO of the complaints manager)

Tel: 0300 311 2233

You can get help with making a complaint from POhWER. Their website address is: <http://www.pohwer.net/> Tel: 0300 456 2370.

POhWER /NHS Complaints Advocacy can help you to make a complaint about your NHS care or treatment. POhWER/NHS Complaints Advocacy is free, confidential and independent of the NHS.

They can:

* Support you to make a complaint about the service, care or treatment provided by the NHS, including complaints about your GP, dentist, local hospital, ambulance service or pharmacy,
* Support you with a complaint about health and social care,
* Support you to make an NHS complaint on someone else's behalf, including if someone has died,
* Listen to your concerns,
* Signpost you to the right organisation if we think that someone else can be of more help than we can,
* Answer questions about the NHS complaints procedure and explain your options,
* Provide a step by step guide to making an NHS complaint and offer some tips,
* Provide you with a POhWER advocate, an experienced worker who can help you make your complaint and support you through the NHS complaints process,
* Support you to write a complaint letter, attend a complaint meeting, request access to medical records and refer your complaint to the Parliamentary and Health Service Ombudsman (PHSO) if the local service is unable to resolve your complaint.

**WHAT IF I AM NOT HAPPY ABOUT THE OUTCOME OF YOUR INVESTIGATION?**

If we are unable to resolve your complaint to your satisfaction you may appeal to the Parliamentary and Health Service Ombudsman. The Ombudsman can re-investigate your complaint and can investigate the way in which we have dealt with it.

You can contact the Ombudsman helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>

Please be reassured that patients or their relatives will not be treated adversely as a result of making a complaint. We are continually striving to improve our service. Any helpful suggestions would be much appreciated and there is a suggestion box in the reception area for patients to leave comments/suggestions.