

Complaints Procedure

If you are dissatisfied with the outcome

Mid and South Essex Integrated Care System (MSE ICS) can be contacted to review your complaint

By post to:
Mid and South Essex ICB
Phoenix House
Christopher Martin Road
Basildon
Essex
SS14 3HG

By email to:
Mseicb.complaints@nhs.net

By telephone:
01268 594 444 (Monday to Friday 8am -5pm,
excluding Bank Holidays)

OR

The Health Service Ombudsman can be contacted to review your complaint.

The contact details are:
Complaints helpline: 0345 015 4033
Fax: 0300 031 4000
Email phso.enquiries@ombudsman.org.uk

Or write to:
The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Other useful contacts

Advocacy

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help and advice:

The local Healthwatch can be found at:
www.healthwatch.co.uk

The IHCA is able to be contacted at:

www.seap.org.uk/services/nhs-complaints-advocacy

The patient Advice and Liaison Service (PALS) is based at:

South Essex Partnership University NHS
Foundation Trust, Patient Experience Team,
Runwell Hospital, The Lodge, Runwell Chase,
Wickford, Essex, SS11 7XX

Conciliation

At the practice we are always happy to meet with you to discuss any remaining concerns you may have. However, you may prefer such a meeting to be held through the conciliation process. The services of a lay conciliator are available through the NHS England, contact details as previous.

Kingswood Medical Centre

Clay Hill Road
Basildon
SS16 5AD

Tel: 01268 663 140

Kingswoodmedicalcentre.co.uk

Making a complaint

If you have a complaint or concern about the service that you have received from the doctors or staff working for this practice, please let us know. We operate a Practice Complaints procedure as part of the NHS system to deal with complaints.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily.

In any event, this should be:

- Within 12 months of the incident, or
- Within 12 months of you discovering that you have a problem.

Please give as much detail as you can.

Send your written complaint to:

Practice Manager
Kingswood Medical Centre
Clay Hill Road
Basildon
Essex
SS16 5AD

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 28 days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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 this is appropriate.
- Identify what we can do to make sure that the problem doesn't happen again.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one co-ordinated reply. We may need your consent to do this.

Complaining on behalf of someone else

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness, disability or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.