

The Burnham Surgery

Appendix A

Compliments, Comments, Suggestions or Complaints

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a compliment, comment or suggestions:

If you have any compliments comments or suggestions - the practice welcomes patients to speak to any team member.

Making a complaint:

If you have any concerns or complaints about the service that you have received from the GP's or staff working for this Practice please let us know.

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 problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do so, please let us have details of your complaint within 12 months of the incident occurring which is the cause for concern.

The Complaints Manager will be pleased to deal with the complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make a complaint:

In person - Complaints Manager

In writing - some concerns or complaints may be easier to explain in writing - please give as much information as you can, then send your documentation to the Complaints Manager.

What we shall do:

The complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your concern/complaint within 3 working days and aim to have looked into your concern/complaint within 10 working days of the date you raised it with us/we received it. We should then be in a position to offer you an explanation or to arrange a meeting with the people involved.

When we look into your concern/complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss with those concerned, if you would like to do so.
- make sure you receive an apology, where/if appropriate
- identify ways to try and ensure that the problem does not occur again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing

Complaining on behalf of someone else:

Please note we strictly adhere to the rules of medical confidentiality and data protection. If you wish to raise a concern or complaint on behalf of someone else, we will require his/her written and signed consent, giving us permission to do so.

We hope that, if you have a concern or problem, you will use our Practice complaints procedure. We believe this will give us the opportunity of putting right what may possibly have gone wrong and also the opportunity to improve on good practice. However, this does not affect your right to contact NHS England. The National NHS Commissioner Board Customer Contact Centre will handle all complaints, queries and freedom of information requests for services commissioned by the National Commissioning Board from the 2nd April 2013, the local team are based at Mid Essex, Swift house and can be contacted on: Telephone 03003112233 or email nhscommissioningboard@hscic.gov.uk

Additionally you can contact the independent Complaints Advocacy Service (ICAS) for help if you wish to make a complaint. Tel: 0845 456 1083 or email them at pohwericas@pohwericas.net or write to POWWER ICAS (ESSEX) Ground Floor, 7 Lords Court, Cricketers Way Basildon Essex SS13 1SS

If you remain dissatisfied with the responses to your concern/complaint, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case. The PHSO can be contacted on Tel: 0345 015 4033 or email phso.enquiries@ombudsman.org.uk or visit their website www.ombudsman.co.uk. or write to : Parliamentary and Health Service Ombudsman. Millbank Tower, Millbank, London SW10 4QP

Thank you