

NEWINGTON ROAD SURGERY

COMPLAINTS PROCEDURE

Newington Road Surgery operates an in-house complaints procedure to deal with any complaints that are received by the Practice which fully complies with the NHS complaints procedure.

In-house complaints procedure does not deal with matters of legal liability or compensation. In some cases the in-house complaints procedure may not be appropriate form of investigation and in that instance complaints are referred to the appropriate authority (e.g. NHS England)

Newington Road Surgery always ensures a strict adherence to the rule of medical confidentiality, therefore if a patient wants to complain on behalf of somebody else, they will be asked to obtain a written consent to do so first.

Newington Road Surgery's complaints procedure follows the following guidance:

1. Practice acknowledges the patient's letter of complaint within 3 working days.
2. Practice Manager or Registered GP contacts the patient offering the opportunity to come in and discuss their concerns to ensure the practice has all the details of the complaint and it will be explained to the patient how the complaint will be investigated. Patient may or may not accept the offer for the meeting.
3. Investigation of the complaint: If a patient has a complaint or concern about the service they have received from the Doctors or staff working for this Practice, the complaint will be directed to one of the Partners, usually their Registered Doctors (if appropriate). In some cases it will be the Senior Partner or a GP not involved in the care of the patient.

100 Newington Road, Ramsgate, Kent CT12 6EW

Website: www.newingtonroadsurgery.co.uk Email: newington.surgery@nhs.net

Telephone: 01843 595951

Medical Partners: Dr. Adem Akyol, Dr. Nadia Mohammed

This Surgery is within Kent and Medway Clinical Commissioning Group
Newington Road Surgery is trading name for Newington Road Surgery Limited
Company registered in England and Wales Registration no. 7766650



Rating: **GOOD**

4. The case may be considered as a Significant Event (please see Significant Event Analysis Protocol for further information). Significant Event Analysis should include consideration of any relevant local or national guidelines and a discussion around whether the care received by patient adhered to or deviated from those guidelines. The practice should focus on learning points or improvements to the service which could be made to improve the care provided to patients in the future.
5. A response to the patient will be written. The response letter will avoid jargon or medical abbreviations as many lay people would understand simple terms like BP, but they may not know what SOB means, for example.

The response will include:

- 5a. A chronological account of the contacts with the patient or events of what has happened.
 - 5b. Response to every concern raised in the complaint letter.
 - 5c. Apology if appropriate
 - 5d. Enclosed photocopy of the contemporaneous clinical notes if appropriate
 - 5e. The complaint response will include an offer to meet with the patient to discuss their concerns and details of how the meeting can be arranged.
 - 5f. The last relevant part of any response will be notification to the patient on their right to seek an independent review on their concerns from the Parliamentary & Health Service Ombudsman if they are dissatisfied with the practice's response and does not want to take it any further with the practice.
6. One of the Partners or Practice Manager will sign off all complaint responses.

Depending on the nature of the complaint, the Partners and/or Practice Manager will endeavour to resolve the complaint to the satisfaction of the patient. Should the patient remain dissatisfied with the outcome of the complaint, they may ask the Parliamentary and Health Service Ombudsman to review their complaint.

Contact details:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Phone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Patients, who need help in pursuing their complaint, may wish to contact NHS Complaints The Advocacy People (formally – SEAP - Support, Empower, Advocate, Promote) is an independent organisation that represents the interests of the patients. It provides free advice and support for people making a complaint about the NHS.

Contact details:

The Advocacy People
PO Box 375, Hastings,
East Sussex, TN34 9HU
Email: info@theadvocacypeople.org.uk
Website: seAp Advocacy | The Advocacy People
0330 440 9000
Text 80800, starting message
with PEOPLE

Patient may also wish to take their complaint via NHS England:

NHS England South East
Complaints Team
Oakley Road
Southampton
SO16 4GX

Website: NHS England and NHS Improvement South East
Email: england.southeastcomplaints@nhs.net

National Customer Contact Centre 0300 3 11 22 33

Issues raised by the patients will be routinely discussed at Practice Meetings.

A separate file is kept for complaints records.

An analysis of complaints is provided to the primary care organisation annually.

Written by: S Pughe - Approved by: Partners, Date: January 2022 - Next Review Date: April 2022

