



PULBOROUGH MEDICAL GROUP

Pulborough Primary Care Centre
Spiro Close,
Pulborough
West Sussex. RH20 1FG

www.pmgdoctors.co.uk

Tel. 01798 872815

Fax. 01798 872123

DO YOU HAVE A COMPLAINT ABOUT SERVICES ?

PMG PATIENT INFORMATION LEAFLET

We always try to give you the best service possible, but if you feel you have a complaint or concern regarding the service you have received from the Doctors or any member of staff working at Pulborough Medical Group, we would like to know and we hope this guide will help to explain our Practice Complaints Procedure.

Our aim is to listen, respond and improve our services to provide quality patient care

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the member of staff concerned. However if your problem cannot be resolved at the time and you wish to make a formal complaint, we would like you to let us know as soon as possible. You can either telephone or write to our **Liz Eades, Practice Manager who is the Practice Responsible Manager/Complaints Manager.** who will take full details of the nature of your complaint or concern; or email us at cwscg.pulborough-pulborough@nhs.net.

What we will do

We will acknowledge your complaint within 3 working days (or where this is not possible, as soon as reasonably practicable) either verbally or in writing. If you have not already received a copy of this leaflet, we will send you a copy; we will clarify with you the outcome you are looking to achieve and we will discuss/write to you with a plan of action and a timetable during which we would hope to respond to the issues you have raised. Occasionally if we have to make a lot of enquiries it might take longer to investigate; if we cannot keep to the agreed timescale, we will keep you informed of any delays and the reason for this. If appropriate we may offer a meeting at the Practice to discuss matters further and you may bring a friend or relative with you to a planned meeting.

When we look into your complaint we will aim to:

Find out what happened and what went wrong. We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that on receipt of our letter or at the end of any telephone discussion or meeting, you will feel satisfied that we have listened to you and dealt with the matter thoroughly and examined if the matter could have been handled differently to prevent the situation arising in the future. Any paperwork regarding a complaint is not filed on your patient record, but kept separately in a confidential folder. If you are still have concerns then our Practice Manager, Liz Eades, would be happy to meet with you to review the matter further.

Complaining on behalf of someone else

Please note that we have to respect our duty of confidentiality to all patients and written consent from the patient involved will be necessary, unless it is established that the patient is incapable (due to illness) of providing consent. (Please see 'Patient Third Party Consent' form at the end of this document)

Help us to get it right

We are constantly striving to improve the services we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. There are several ways in which you can give feedback to the Practice; we have suggestion box in reception, or you can write or send an email to Liz Eades; we appreciate all your feedback and consider all suggestions and comments to see how we can improve our services.

Taking your complaint further

We feel that in most cases our Practice Complaint Procedure is the most suitable way of sorting out any problems and improving the standard of care we offer. However, this does not affect your right to approach NHS England or the Health Service Ombudsman if you feel you cannot raise your complaint with us.

NHS England - contact details are:

- Tel: 0300 311 2233
- Email: england.contactus@nhs.net
- Address for letters:- NHS England, PO Box 16738, Redditch, B97 9PT

Complaining about attached staff or the Out of Hours Service

Please refer to the tables below which list the contact details for complaints regarding care delivered by Western Sussex Hospitals NHS Trust, Sussex Community NHS Trust, Sussex Partnership Foundation NHS Trust and South East Coast Ambulance NHS Foundation Trust. Complaints regarding the Out of Hours Service (IC24) should be directed to Clinical Governance, Integrated Care 24 Ltd, The Long Barrow, Orbital Park, Ashford, Kent TN24 0GP. Tel 01233 505450, email CG@IC24.nhs.uk

The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS). Most of us use the NHS at some point in our lives and many of us use them quite regularly. The NHS work hard to make sure that people are satisfied with their services and receive good quality treatment. But things can go wrong. You may want to complain about a service you have received from the NHS, or you might want to complain on someone else's behalf. There are different ways to do this. This website will help you understand what your options are and how to get the best resolution for you. You might decide that you need support to make a complaint. VoiceAbility advocates can work with you to ensure you understand your options and help you to achieve the outcome you are seeking. You can ask for an advocate to assist you at any point in your complaint. If you would like an advocate to work with you, please contact the NHS Complaints Advocacy Service in your area. Listed below are 2 local NHS Complaints advocacy centres in the South East. Further details can be found online at:-

<http://nhscomplaintsadvocacy.org/what-is-nhs-complaints-advocacy/how-can-an-advocate-support-me/>

1. VoiceAbility, United House, North Road, London N7 9DP
2. VoiceAbility, Trident Business Centre, 89 Bickersteth Road, Tooting, London SW17 9SH

The Independent Complaints Advocacy Service (ICAS)

ICAS is a free independent advocacy service that can help any aspect of NHS care or treatment and navigate the complex complaints system. This includes treatment in a private hospital or a care home that is funded by the NHS.

Email - email icas@westsussexcab.org.uk

Telephone the ICAS helpline on **0300 3038 536**

Or visit www.healthwatchwestsussex.co.uk

Parliamentary Health Service Ombudsman (PHSO)

The Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank,
London SW1P 4QP
Tel No 0345 015 4033 (customer helpline)

Other Local Contacts

Patients can also contact PALS teams within local NHS provider trusts, as follows:

WESTERN SUSSEX HOSPITALS NHS TRUST (WSHT)	
Worthing & Southlands	Tel: 01903 285032 Email: palsworthing@wsht.nhs.uk
St Richards	Tel: 01243 831822 Email: palschichester@wsht.nhs.uk
SUSSEX COMMUNITY NHS TRUST (SCT)	
Community & specialist nurses (incl childrens); continence; falls prevention; MSK referrals; podiatry; wheelchair service	Tel: 01273 242292 Email: sc-tr.serviceexperience@nhs.net
SUSSEX PARTNERSHIP FOUNDATION NHS TRUST (SPFT)	
Mental health services including: child and adult services; dementia; substance misuse.	Tel: 01903 843026 Email: service.experience@sussexpartnership.nhs.uk
SOUTH EAST COAST AMBULANCE NHS FOUNDATION TRUST (SECAMB)	
Ambulance service and 111	Tel: 01273 484830 Email: pals@secamb.nhs.uk

Healthwatch

Healthwatch is the name of the newly formed consumer champion for health and social care. At a local level, Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services and advocacy support should this be required when considering making a complaint.

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

Getting involved with Coastal West Sussex CCG

There are a number of ways that patients and members of the public can get involved with Coastal West Sussex CCG to help improve local health services. They can join our membership scheme, join your local GP surgery's Patient Participation Group or work with Coastal West Sussex CCG on a particular project. You will have your own routes for your patients to join your surgery's PPG but if they are interested in joining our membership scheme or working with us more closely please direct them as follows:

- Call us on: 01903 708411
- Email us on: contactus.coastal@nhs.net

Care Quality Commission

If you wish to contact the CQC about any issues, the ways in which you can do this are given below:-
You can contact the CQC at their **National Customer Service Centre:**

Telephone: 03000 616161

Fax: 03000 616171

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays. Calls will be charged at the standard rate.

Write to the CQC at:

CQC National Customer Service Centre
 Citygate
 Gallowgate
 Newcastle upon Tyne
 NE1 4PA

IMCA – Independent Mental Capacity Advocate

IMCA is a new type of statutory advocacy introduced by the Mental Capacity Act 2005 (the Act). The Act gives some people who lack capacity a right to receive support from an IMCA.

Local Authorities have commissioned IMCA services in England and Local Health Boards have commissioned them in Wales. Responsible bodies, the NHS and Local Authorities all have a duty to make sure that IMCAs are available to represent people who lack capacity to make specific decisions, so staff affected will need to know when an IMCA must be involved.

IMCA services are provided by organisations that are independent from the NHS and local authorities.

See link below for booklet giving information on IMCA and organisations who can provide information about advocacy and/or provide advocacy services.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/365629/making-decisions-opg606-1207.pdf

The following organisations provide information about advocacy and/or provide advocacy service

Organisation	What it is/does	Contact
Action for Advocacy	A resource and support agency for the advocacy sector, information, training and advice	PO Box 31856, Lorrimore Square, London, SE17 3XR www.actionforadvocacy.org
British institute of Learning Difficulties	Works with the government and other organisations to improve the lives of people in the UK with a learning disability. They train staff, family carers and people with a learning disability. Also funds Speak Out, a project that provides advocacy for adults with learning disabilities	Campion House, Green Street, Kidderminster, Worcestershire, DY19 1JL T 01562 723 010 www.bild.org.uk
Speaking Up	Provides advocacy services for people who experience learning difficulties, mental ill health and other disabilities. They also run training courses and events with other organisations who want to understand, consult and involve disabled people	1a Fortescue Road, Cambridge, CB4 2JS T 01223 566258 F 01223 516638 E info@speakingup.org www.speakingup.org

Please ask at Reception for this to be printed off in large print should you have any difficulty with reading this.

PATIENT THIRD PARTY CONSENT

PATIENT'S NAME

PATIENT'S ADDRESS

TELEPHONE NUMBER

ENQUIRER/COMPLAINT NAME & RELATIONSHIP TO PATIENT

.....

ADDRESS

TELEPHONE NUMBER

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

This authority is for a indefinite period/ for a limited period only (please delete as appropriate)

Where a limited period applies, this authority is valid until
(insert date)

Signed (patient only)

Dated

Reviewed: January 2019
Update due January 2020