

**Compliments and Complaints**

We make every effort to give the best service possible and that’s why your feedback is
important to us.

We would like to know when you have been impressed or pleased with our service, so please let a receptionist know or put it in writing to us. We can use these examples to share best practice amongst our staff.

Equally, we would like to know if you are unhappy, as we would wish for the matter to be settled as quickly, and as amicably as possible.

**Making a Complaint**

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 **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. 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.

**Send your written complaint to:**

**Patient Services Manager
Severn Fields Medical Practice
Severn Fields Health Village
Sundorne Road
SHREWSBURY
SY1 4RQ**

**What We Do Next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days, then we will keep you informed as the investigation progresses. 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.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**Complaining on Behalf of Someone Else**

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.

Please ask at reception for a third-party authority form for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

**If You’re Dissatisfied with the Outcome**

You have the right to approach the
Ombudsman. The contact details are:

**The Parliamentary and Health
Service Ombudsman**Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033
Website: www.ombudsman.org.uk

**You may also approach PALS for help or advice:**

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 0800 030 4563
Email: pals@staffordshirecss.nhs.uk

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**The Practice Complaints Manager is the Patient Services Manager**