**Contact details for NHS England**

**Complaints Service**

Patient Advisory Liaison Service (PALS)

Local office:- Tel 0800 030 4563

feedback@staffordshirecss.nhs.uk

Healthwatch Staffordshire

Local Office – Tel: 0800161 5600

Suite 2, Opus House, Priestly Court, Staffordshire Technology Park, Stafford. ST18 0LQ

advocacy@ecstaffs.co.uk

NHS England North Midlands Complaints Service

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Post: **NHS England**

PO Box 16738

Redditch

B97 9PT

If patients are not satisfied with the way their complaint has been dealt with by the provider or commissioner, they can contact the Parliamentary and Health Service Ombudsman (PHSO)

Telephone: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Last review date August 2023**

**Dove River Practice**

**Complaints Procedure**

**Information Leaflet for anyone who wishes to have a complaint investigated**

**Dr A.M. Gilchrist and Dr R.K. Fulford**

**Operations Manager: Miss Jade Hollins**

**Practice Complaints Procedure**

We hope that all complaints can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, please let us know as soon as possible because this will make it easier to find out what has happened. If this is not possible, please let us have details of your complaint:-

● within 12 months of the incident that caused the problem; or

● within 12 months of discovering that you have a problem.

1. You should bring the complaint to the attention of the Operations Manager, Miss Jade Hollins, or one of the Partners and we will acknowledge it within working 3 days. The complaints procedure is summarised in this leaflet and we will deal with your problem promptly. Please be as specific as possible about your complaint.
2. Please complete a complaint form unless you have written or you can call the Practice. If you wish you may just make an appointment with the Operations Manager or one of the Doctors to discuss your problem without writing down your complaint.
3. The complaint will be investigated promptly and thoroughly and we aim to have looked into it within 10 working days of the date you raised it with us. We shall then be in a position to offer an explanation or a meeting. We will keep you informed if there is any delay and the reason.
4. 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, where appropriate;

● make sure you receive an apology, where this is appropriate;

● identify what we can do to prevent the problem occurring

 again.

1. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness, accident or they are a child) of providing this.
2. We hope that if you have a problem that has not been sorted at the time you will use our Practice Complaints procedure. We believe that this gives us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you may wish to contact PALS or Healthwatch Staffordshire or NHS England, all addresses overleaf. You may also like to contact the Parliamentary and Health Service Ombudsman for help, details overleaf.