

Complaints Policy

Making a Complaint

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

We hope that most problems can be sorted out quickly and easily, often at the time they arise with the person concerned.

Where it is not possible to resolve your complaint in this way and you wish to make a formal complaint you should do so, in writing for the attention of the Practice Manager at the surgery address:

Westside Medical Centre

Hilton House

Corporation Street

Rugby

CV21 2DN

Or send via email to westsidemedicalcentre@nhs.net

Please endeavour to do this as soon as possible after the event and ideally within a few days or at most a few weeks. This will help us to establish what happened more easily. In any event, this should be within 12 months of the incident or within 12 months of you discovering that you have a problem. State your case clearly giving as much detail as you can.

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.

For patient advice and liaison services (external to the practice) please contact Warwickshire Healthwatch:

* Telephone: **01926 833908**
* Email: **inform@healthwatchwarwickshire.co.uk**

Or visit your local Warwickshire Citizen Advice Bureau who are working in partnership with Warwickshire Healthwatch.

## What We Do Next

We look to settle complaints as soon as possible. We always endeavour to respond within a reasonable timeframe.

If the matter is likely to take longer we will let you know, and keep you informed as the investigation progresses.

On occasions, it may be more beneficial for all parties involved to be invited to attend a meeting to discuss the complaint and agree a way forward.

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 the outcome of your complaint will be determined and a final response sent to you.

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.

Be aware that the way we respond to complaints in this practice means that we are not able to deal with questions of legal liability or compensation.

## 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 have to know that you have their permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of disability/illness) of providing this.

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.

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

## If you are Dissatisfied with the Outcome

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

Customer Services

Parliamentary and Health Service Ombudsman
Citygate

Mosley Street

Manchester

M2 3HQ

* Telephone: **0345 015 4033**
* Website: [**www.ombudsman.org.uk**](https://www.ombudsman.org.uk/)
* Email: **phso.enquiries@ombudsman.org.uk**