**Compliments, Suggestions & Complaints**

**Patient Feedback**

At Darwin Medical Practice we aim to give our patients the best possible service and we want you to be happy with the care we provide.

We know we don’t always get it right and really would appreciate your feedback on anything you think we could do better. You can do this by letter, email or using the feedback forms available at reception. We will review your comments and suggestions on a regular basis and will try to change things if possible.

On the other hand, if you have had a good experience, or if you feel that any member of staff has given you a particularly good service, please let us know. Knowing that we do things well will encourage us to keep trying to improve even more.

**Complaints**

If you have a complaint and would like a response from the practice, please follow the practice complaint procedure, as set out below.

Our practice complaints procedure is fully in line with and part of the NHS Complaints procedure, the purpose of which is to:

* Find out what happened and what went wrong
* Provide an apology where this is appropriate
* Identify ways in which similar problems can be prevented

We look very carefully at complaints received, and will always investigate the circumstances leading to the complaint in order to both monitor and improve the quality of the services we provide.

**How to make a complaint.**

If you are concerned about any aspect of our services, be it in relation to a doctor, nurse or other member of our team, please let us know as soon as possible.

You can do this by talking to Alison Stubbs, our Patient Liaison Officer, who will try to sort out your concern on the spot. If you do not feel able to do this you can complain in writing, in person or by telephone. Please contact us as soon as possible as this will enable us to investigate what happened more fully. If you have any specific information such as dates, times and names this also helps in our investigation.

**Who to complain to**

Complaints should be directed to Alison Stubbs, our Patient Liaison Officer or Katrina Dipple, Business Manager. If you wish to, Alison will be happy to make an appointment to speak with you to discuss your concerns.

**Complaining on behalf of someone else**

Please be aware that we cannot breach the rules of medical confidentiality. If you are complaining on behalf of someone else we shall require their consent to inform you of the outcome of our investigations.

**What we shall do**

We shall acknowledge your complaint within 3 working days either by telephone or in writing. We shall make every attempt to investigate and respond to that complaint within 28 working days. However, if the issues are complex or staff members are on leave this may take a little longer. In response we may write or offer you a meeting with the people involved.

**What we shall not do**

At no point will the fact that you have made a complaint be recorded in your medical record. All issues you raise will be treated in the strictest confidence and will not affect your current or future care.

**Advice and Support For You**

If you would like to speak to someone for advice or help with making a complaint or if you find it difficult to make a complaint yourself and want someone to speak for you, You may also seek advice from the following:

**NHS Complaints Advocacy Service:** website [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org) tel: 0300 330 5454

**POhWER:** website [www.pohwer.net](http://www.pohwer.net) tel 0300 456 2364, email: pohwer@pohwer,

 minicom 0300 456 2364, text the word ‘pohwer’ to 81025, fax 0300 456 2365,

 post POhWER, PO Box 14043, Birmingham, B6 9BL

**Care Quality Commission:** (CQC) tel 03000 616161, email: enquiries@cqc.org.uk

 website [www.cqc.org.uk/public](http://www.cqc.org.uk/public) .

Alternatively; “**Healthwatch”** provides an advice and advocacy service.

* Telephone; 0800-1615600 Email; advocacy@ecstaffs.co.uk
* Write to; Healthwatch Staffordshire NHS complaints Advocacy, Suite 2, Opus House, priestly Court, Staffordshire Technology park, Stafford, ST18 0LQ
* Website; [www.healthwatchstaffordshire.co.uk/nhs-complaints](http://www.healthwatchstaffordshire.co.uk/nhs-complaints)

Healthwatch leaflet available on request from our reception.

**If you are not happy with our response**

If you feel that we have not responded to your concerns fully please do not hesitate to come back to us to discuss these further. However, if you feel this is not possible, please contact the NHS England Customer Contact Centre, PO Box 16738, Redditch, B97 9PT. Phone 0300 311 22 33 or email **england.contactus@nhs.net**

If you remain unhappy after you have received responses from both the practice and NHS England, you can contact the Parliamentary and Health Service Ombudsman.

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

**Email**: phso.enquiries@ombudsman.org.uk

**Telephone: 0345 015 4033**