Apsley Surgery

PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure in accordance with the ‘NHS constitution’ (Health Act 2009)

The NHS Constitution sets out the following rights for all patients:

* The right to have any complaint that they make about NHS services dealt with efficiently and to have it properly investigated.
* The right to know the outcome of any investigation into their complaint.
* The right to take the complaint to the Independent Health Service Ombudsman, if they are not satisfied with the way their complaint has been dealt with by the NHS.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the complaints Manager- Mrs Preeya Harrington- She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

 Alternatively, you can opt to lodge a verbal complaint. Persons wishing to do this should have an initial meeting or phone interview with the Practice Manager at the manager’s earliest convenience so that a summary of your complaint can be put in writing (see next page). Once this has been done, a copy of this summary will be sent to you together with an acknowledgment letter from the Practice that your complaint will be investigated thoroughly and an estimation of the timescales likely to be involved.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

TAKING IT FURTHER

**Making Complaints Outside the Practice Complaints Procedure:**

Making a complaint to the practice will not prejudice your rights to complain to NHS Stoke on Trent.

Complainants can forward their complaint directly to NHS Stoke on Trent who can undertake the complaint investigation themselves or, depending on the nature of the complaint, may refer the complaint to the practice (with the patient’s consent).

NHS Stoke on Trent is obliged to notify the practice of the details of the complaint (with the patient’s consent).

Patients preferring to send complaints directly to NHS England, should contact:

NHS England

PO BOX 16738

Redditch

B97 9PT
Tel: 0300 311 22 33

England.contactus@nhs.net

https://www.england.nhs.uk/contact-us/complaint/#complain

**Accessing Independent Advice**

If you prefer not to use the practice complaints procedure or feel that you need independent advice you can contact:

* The Independent Complaints Advocacy Service (ICAS) on 0845 337 3054
* Patient Advice and Liaison Service (PALS) on 0800 030 4563 TEXT 07841 254893

E-mail: pals@northstaffs.nhs.uk

If you remain dissatisfied with the outcome of your complaint you may refer the matter to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 0154033

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