

COMPLAINING TO OTHER AUTHORITIES

The Practice hopes that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response you have received, it may be helpful for you to talk to the Customer Service Team at the **NHS NEL Commissioning Support Unit (Anglia)** if you are unsure whether the complaints procedure can help you.

Customer Services Team

NHS NEL Commissioning Support Unit Anglia
Lakeside 400
Broadland Business Park
Norwich NR7 0WG
Tel: 01603 595857
Email: angliacsu.customerservices@nhs.net

East Anglia Area Team Complaints Team

Complaints Manager
NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233 Email: england.contactus@nhs.net

ICAS Independent Complaints and Advocacy Service

If you would like help with making your complaint you can contact the **NHS Complaints Advocacy (POHWER)**. The advocacy service is free of charge and is completely confidential. This is a national service that supports people who want to make a complaint about their NHS care or treatment. Further information can be found at:

PO Box 14043, Birmingham, B6 9BL
Tel: 0300 456 2370 Minicom: 0300 456 2364
Email: pohwer@pohwer.net Website: www.pohwer.net

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the **Parliamentary and Health Service Ombudsman** who investigates complaints about NHS in England.

Millbank Tower, Millbank, London SW1P 4QP
Tel: 0345 015 4033 Minicom: 0300 061 4298
Email: phso.enquiries@ombudsman.org.uk

COMPLIMENTS, COMMENTS, CONCERNS OR COMPLAINTS

Name:

Address:

Tel No:

Date of complaint / comment:

Signed:

TRINITY & BOWTHORPE MEDICAL PRACTICE

Let the practice know your views



Compliments Comments Complaints

A brief guide on how to voice
your appreciation or concerns

www.trinityandbowthorpe.co.uk

COMPLIMENTS, COMMENTS, CONCERNS OR COMPLAINTS - LET US KNOW YOUR VIEWS

Trinity & Bowthorpe Medical Practice is always looking for ways to improve the services we offer to patients. To do this effectively, the practice needs to know what you think about the services you receive. **Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.**

TELL US ABOUT OUR SERVICE

- **Could you easily get through on the telephone?**
- **Did you get an appointment with the practitioner you wanted to see?**
- **Were you seen within 20 minutes of your scheduled appointment time?**
- **Were our staff helpful and courteous?**

We have a **Patient Reference Group (PRG)** that meets regularly to discuss the way the practice operates and they welcome your suggestions.

You are welcome to join the PRG and if you are unable to attend the meetings we are happy to receive your suggestions by post or via our website. Please express your interest in the PRG by completing a form available from the Practice.

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, preferably 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. In any event, this should be:

- **Within 6 months of the incident, or**
- **Within 6 months of discovering that you have a problem, provided this is within 12 months**

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. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects. **Please address any complaint to:-**

**Practice Manager
Trinity & Bowthorpe Medical Practice
1 Trinity Street
Norwich, NR2 2BQ**

WHAT HAPPENS NEXT?

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 25 working days. 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. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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 the Complaints Form which contains a suitable authority 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 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.

DATA PROTECTION

Patients should be aware that should a complaint be made the practice may need to provide information about the patient, and the treatment they have received, to insurers or legal advisors.

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission.



Tel: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk