

There are **two** stages in complaints resolution.

Firstly, via the **Practice**,

OR if you feel unable to address your concerns with us,

please contact
The Complaints Manager
NHS England, PO Box 16738
Redditch B97 9PT
england.contactus@nhs.net, and

Secondly, if you feel unable to resolve your complaint with the Practice or NHS England, refer to the **Health Ombudsman**

www.ombudsman.org.uk

Complaints helpline
0345 015 4033

Practice Complaints & Concerns Manager

Kate Mobbs

**Compliance & Operations
Manager**

Practice Complaints & Concerns Partner

Dr. Andrew Goode

If you are unhappy with the service we offer –

We will listen

We will act

**We will look at
improvements to the
service we offer**

Updated November 2023

Patient Information leaflet

COMPLAINTS & CONCERNS PROCEDURE

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.

If you would prefer not to make a formal complaint to the Practice but would like to let us know of your concerns, please contact us and we will address any issues you raise via our regular incident review system.

How to make a formal complaint or raise a concern

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint or lodge a concern, we would like you

to let us know **as soon as possible**, as this will enable us to establish what happened more easily. Patients may complain to the Practice either verbally or in writing and have 12 months in which to make a complaint. Complaints and concerns should be addressed to

Kamlesh Patel, Practice Manager or Kate Mobbs, Operational Manager (at the Goring surgery). You may contact them **by letter** (addressed to the Goring Surgery).

The Manager can explain the complaints and concerns system to you and make sure that any issues are dealt with promptly.

What will we do?

We will acknowledge your complaint or concern within three working days and aim to have investigated this within ten working days of the date it was raised with us. On some occasions, we may need to seek information from several staff and it may, therefore, take longer to send a formal response to the issues that have been raised. The Practice Manager will write and let you know and agree on response timescales.

When we look into your complaint or concern, we shall aim to:

- find out what happened and what went wrong;

- make it possible for you to discuss the problem with those concerned if you would like to do this;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

Complaining or raising a concern on behalf of someone else

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 giving this permission, signed by the person concerned, will be needed unless they are incapable (because of illness) of providing this.

If we can't resolve your complaint or concern

We hope that if you have a problem, you will use our Practice Complaints or Concerns Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to look at whether improvements can be made in the Practice. BUT this does not affect your right to approach **NHS England or the Health Ombudsman**

If you feel you cannot raise your complaint or concern with us **or** you are dissatisfied with the result of our investigation.