CLARENDON LODGE COMPLAINTS PRODECURE

PATIENT INFORMATION LEAFLET

Practice Complaints 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.

How to Complain

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 complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks- because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

Complaints should be addressed to: Stephen Gallagher. Alternatively, you may ask for an appointment with any Doctor in order to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Alternatively you may refer your complaint to our local primary care trust, details of which are given on the next page.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint as soon as possible. We will contact you to agree an appropriate timescale for providing you with a full, written response to your concerns. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, 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 this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure that the problem doesn't happen again.

You may wish to contact the Independent Complaints Advocacy Service (ICAS) who can offer you help and assistance with making a complaint. The telephone number is 0845 337 3056.

Complaining on Behalf of Someone Else

Please note that 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 signed by the person concerned will be needed, unless they are incapable (because of disability/illness) of providing this.

NHS Warwickshire (NHSW)

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However if you feel you cannot raise your complaint directly with us you may contact NHSW at the following address:

Miss Rachel Freeman
Complaints Manager
NHS Warwickshire
Westgate House
Market Street
Warwick
CV34 4DH
Tel: 01926 493491 ext. 419
Email: complaints@swarkpct.nhs.uk

Conciliation

At the practice we are always happy to meet with you to discuss any remaining concerns you may have. However, you may prefer such a meeting to be held through the conciliation process. The services of a lay conciliator are available through the complaints department at NHS Warwickshire, contact details as above.

Joint Working

If your complaint concerns more than one organisation, we will need your consent to contact them so that we can work together to provide you with a co-ordinated response to your concerns

Parliamentary Health Service Ombudsman

If you are dissatisfied with the result of the investigation you can ask the Health Service Ombudsman to review your complaint.

The contact details are:

www.ombudsman.org.uk
Complaints helpline 0345 015 4033
Fax 0300 031 4000
E-mail phso.enquiries@ombudsman.org.uk

Or write to:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

There is now a duty to co-operate with other organisations in order to ensure that the complainant receives a co-ordinated response to a complaint that covers more than one organisation