

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Eve Hill Medical Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A Complaints Form will need to be signed by the person concerned, unless they are incapable of providing this due to illness or disability.

### COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

NHS Complaints Advocacy Services  
Telephone - 0300 456 2370  
Email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)  
[www.pohwer.net](http://www.pohwer.net)

NHS England  
Telephone - 0300 311 2233  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)  
<http://www.england.nhs.uk/contact-us/complaint/>

## NHS COMPLAINTS ADVOCACY, OMBUDSMAN and CQC

### NHS COMPLAINTS ADVOCACY SERVICES

NHS Complaints Advocacy Services is a national service that supports people who want to make a complaint about their NHS Care or treatment.

### OMBUDSMAN

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 the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

### CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>



Eve Hill Medical Practice

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr V Smart  
Dr J Desai  
Dr L Martin  
Dr D Shukla

## RESPONSIBLE PERSON FOR COMPLAINTS

Dr V Smart

## PRACTICE MANAGER/ COMPLAINTS MANAGER

Kelly Houseman

**Please Take a Copy**

*Reviewed 24<sup>th</sup> August 2017*

## LET THE PRACTICE KNOW YOUR VIEWS

Eve Hill Medical Practice is always looking for ways to improve the services it offers 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.

All feedback that the practice receives is discussed with our patient representative group, to ensure that our actions are appropriate to the patient populations.

### TELL US ABOUT OUR SERVICE BY SPEAKING TO THE PRACTICE MANAGER OR COMPLETING THE COMMENTS FORM IN THIS LEAFLET

#### PRACTICE COMPLAINTS PROCEDURE

Many concerns can be resolved by giving us your feedback. However, if your concern cannot be resolved at this level and you feel that you would like to complain about the service you have received from the practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. This procedure is described in this document, or could be discussed in more detail with our Practice Manager, Kelly Houseman.

Please note that if you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## HOW TO COMPLAIN

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 the issue cannot be resolved at this stage, please contact Kelly Houseman who will try to resolve the issue and offer you further advice on the complaints procedure. A complaints form is also available at the Reception desk. If your problem cannot be resolved at this stage and you wish to make a formal complaints please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days and throughout the investigation of your complaint you will be kept informed of the process and associated time lengths where possible.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again.

## COMMENT/SUGGESTION FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of Comment/Suggestion: \_\_\_\_\_

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_