

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Newbridge Surgery 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 note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

### COMPLAINING TO OTHER AUTHORITIES

The practice 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, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

NHS England, PO Box 16738, Redditch, Worcester B97 6PT. Tele: 0300 311 2233 Email:

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

For the attention of the Complaints Manager

If you need assistant to make your complaint, Wolverhampton Health Advocacy Complaints Service can help: Tel: 01902 572399

[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

### 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 Tel: 03000 616161, or alternatively visit the following

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

## ICAS & OMBUDSMAN

### INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on :

[www.pohwer.net](http://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 (PHSO) who investigates complaints about the NHS in England. This is called Stage 2 of the NHS complaints process.

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

Or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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NEWBRIDGE SURGERY

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

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### Partners:

Dr G Pickavance (Female)

Dr A Nazir (Male)

Dr N Badr (Female)

Tel: 01902 751420

[www.newbridgesurgerywolverhampton.nhs.uk](http://www.newbridgesurgerywolverhampton.nhs.uk)

UPDATED FEBRUARY 2021

PLEASE TAKE A COPY

## LET THE PRACTICE KNOW YOUR VIEWS

Newbridge Surgery 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.

**TELL US ABOUT OUR SERVICE BY COMPLETING  
THE COMMENTS FORM IN THIS LEAFLET**

- 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?

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this 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.

**Note:** 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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Victoria Roddie, Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, 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 of discovering that you have a problem
  - Complaints made after 12 months following the incident will be investigated at the discretion of the practice.

The practice will acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned and 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

## COMPLAINTS AND COMMENTS FORM

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

Address:

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

Date of complaint / comment:

Details:

Signed: