

Newbridge Surgery
Telephone - 01902 751420

COMPLAINTS AND COMMENTS LEAFLET

Updated January 2015

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 the service by completing our short Friends & Family Test, or by completing a comments & suggestions form available from the surgery, or simply speak with a member of staff who will forward your comments to the practice manager.

If you are interested in joining our Patient Participation Group who work with the practice with a view to improving our services, or if you are just interested in being involved by email, please let reception know.

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 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

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 – 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:

- a) Within 12 months of the incident that caused the problem; or
- b) Within 12 months of discovery that you have a problem.
- c) Complaints made after 12 months following the incident will be investigated at the discretion of the practice.

Complaints should be addressed to Mrs Jackie Smith, Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns. 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.

What we will do:

We will acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint/s we will aim to:

- (a) find out what happened and what went wrong
- (b) make it possible for you to discuss the problem with those concerned if you would like this
- (c) make sure you receive an apology where this is appropriate
- (d) identify what we can do to make sure the problem does not happen again

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 required unless they are incapable (because of illness) to provide this.

NHS COMPLAINTS ADVOCACY SERVICE

If you need assistance to make your complaint, Wolverhampton Health Advocacy Complaints Service can help; call them on 01902 572399.

To find out more information on the NHS Complaints Advocacy Service log on to the national website at 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 03000 616161, or alternatively visit their website: <http://www.cqc.org.uk/contact-us>

OMBUDSMAN

If you have already made a complaint to the practice but are not satisfied with our response, you can take your complaint to the Parliamentary and Health Service Ombudsman (PHSO). This is called Stage 2 of the NHS Complaints process.

Address: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Telephone: 0345 015 4033

Textphone: 0300 061 4298 if you are deaf or have problems using a standard telephone

Call back: Text 'call back' with your name and mobile number to 07624 813 005 and the Ombudsman service will call you back

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

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 with us, you can contact:

NHS England, PO Box 16738, Redditch, Worcestershire, B97 6PT

Telephone: 0300 311 2233 – Mon to Fri 8am to 6pm,

Email: england.contactus@nhs.net FAO The Complaints Manager