

Though we would recommend you make your complaint with the practice if you are dissatisfied with the outcome

You have the right to approach the Health Service Ombudsman.

The contact details are: **The Parliamentary and Health Service Ombudsman**

Millbank Tower

30 Millbank

London

SW1P 4QP Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach Healthwatch for help or advice; see www.healthwatch.co.uk or call Healthwatch England 03000 683 000

or

NHS England Customer Contact Centre

PO Box 16738

Redditch

B37 9PT

Telephone : 0300 311 22 33

<https://www.england.nhs.uk/contact-us/>

Or

Care Quality Commission (CQC)

Telephone 0300 616161

Website: www.cqc.org.uk

Or

NHS Independent Advocacy Service

Telephone: 0300 3305454

Website: <http://nhscomplaintsadvocacy.org>

HAMPTON SURGERY

Fenthams Hall

Marsh Lane

Hampton in Arden

B92 0AH

01675 442510

www.hamptonsurgery.co.uk

Complaints Procedure

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Phillippa Holroyd, Hampton Surgery, Fenthams Hall, Marsh Lane, Hampton in Arden, B92 0AH 01675 442510

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within three working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

We want to get better at communicating with our patients. We want to make sure that all patients can understand the different types of information that is given to them.

If you have any problems with communication please let the practice know when you return these forms.

We aim to meet all patient communication needs

The Practice Complaints Manager is:

Phillippa Holroyd