

## EVERSLEY MEDICAL CENTRE

### COMPLAINTS PROCEDURE

Our aim is to provide the highest level of care for our patients however, if you have any complaints about the service provided by doctors or staff working for this practice we will be happy to address your concerns in accordance with our complaints procedure outlined below. Wherever possible please give written details of your complaint. Complaints about our reception services will be dealt with by the Reception Manager. All other complaints will be dealt with by the Practice Manager who is also the complaints manager. If appropriate, your complaint may be assigned to a member of our clinical team (Doctor/Partner). However, the practice manager will continue to monitor the progress of your complaint.

If you are complaining on behalf of one of our patients we will need written consent from the patient prior to releasing any personal or medical information about that individual. Our receptionists will be able to give you the correct forms for completion.

1. Your complaint should be addressed to the practice manager
2. Your complaint will be acknowledged in writing within 3 working Days after the day that the complaint is received. The acknowledgement may be by telephone, email or letter. The complaint will be investigated and a response provided. .The Practice will endeavour to answer

complaints as soon as possible, in the event of any delay we will keep you informed of any reason for the delay and will advise you as to when you may expect a reply.

3. If appropriate, the practice will offer an apology for the circumstances leading to the complaint and for any distress to the complainant. (This does not indicate an admission of legal liability)

#### If You Are Not Satisfied

If you are not satisfied with the outcome of your complaint please inform the practice and the following action will be taken:

1. You will be invited to a meeting at the practice to discuss the matter further. You will be given the opportunity to accompanied at this meeting Up to 3 members of the practice team will be present at the meeting (the practice manager or another member of staff, a GP or partner and another member of the practice team in the role as note taker) . A written record of the meeting will be kept.
2. If the complaint is against a member of staff, this person may also be present at the meeting but only with your prior consent

#### If You Remain Dissatisfied

You may direct your complaint in writing to NHS England who will be able to guide you if you need advice on how to complain. They will also be able to provide advice on the next steps you can take if you are not satisfied with the

outcome of the practice's investigations or handling of the complaint.

**The contact details are:  
NHS England Complaints  
P.O Box 16738  
Redditch B97 9PT**

Tel **0300 311 2233**

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

You may also contact the Parliamentary Health Ombudsman on :  
**0345 015 4083**

Other useful sources of help and information are:

Independent Complaints Advocacy Service (ICAS)  
[www.pohwer.net](http://www.pohwer.net)

Health Watch England  
Tel **03000 683000**  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Please note, you will not be charged a premium rate for any of the contact numbers stated above

## Towards Continuing Improvement

1. If the fault has been in the procedure/organisation the relevant procedures will be reviewed and modified if at all possible.
2. If the complaint is of a clinical nature, the medical team will review the case and if appropriate consider whether a reoccurrence of the incident could be avoided
3. Complaints received by the practice will be reviewed by the practice to ensure that learning points can be shared
4. The status of all complaints will monitored at monthly partners meetings and a full review of complaints is carried out annually to identify any trends or additional actions or learning points.

## Confidentiality

All complaints will be treated in the strictest confidence.



**020 8684 1172**



**LISTEN**



# **EVERSLEY MEDICAL CENTRE**



## **COMPLAINTS PROCEDURE**

**501 London Road  
Thornton Heath  
Surrey CR7 6AR  
Tel 020 8684 1172  
Fax 020 8 684 4515**