



Patient Complaints Procedure

Introduction

If you have a complaint or concern regarding the service you have received from the doctors or any member of staff working at St Katherines Surgery, we would like to know. As part of the NHS Directive, we operate a 'Patient Complaint Procedure' which meets national standards.

Lodging a Complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the member of staff concerned. However, if your problem cannot be resolved on the spot and you wish to make a complaint, we would like you to let us know **as soon as possible**. If you inform us within a few days or weeks, we will be able to establish the details of the incident more easily.

If it is not possible to inform us within a few weeks, please let us have the details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 12 months of discovering you have a problem (provided this is within 12 months of the incident)

Please address any complaints to either Julie Knights (Practice Manager) Debbie Lloyd (Reception Manager) or to any of the doctors. You may wish to ask for an appointment with Julie Knights to discuss your concerns. She will explain our procedure to you and ensure 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 two working days.
- We will aim to look into your complaint within ten working days.
- We shall then be in a position to offer you an explanation or set up a meeting with the people involved if appropriate.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you wish to.
- Make sure you receive an apology, if this is appropriate.
- 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 need to know that you have his or her permission. A note signed by them will be needed, unless they are incapable (because of illness) of providing this. Details of deceased patients are also bound by confidentiality. Only the patient's legal representative can give consent for details to be disclosed.

Further advice can be accessed from the following organisations:

Patient Advice and Liaison Service (PALS)

If you have concerns or need advice but do not want to contact the surgery directly, the Patient Advice and Liaison Service aim to:

- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions and queries
- Help sort out problems quickly on your behalf

Text : 075 406 68541

Fax: 01782 298228

Freephone: 0800 030 4563 - There is also a 24 hour answer phone service.

Email: feedback@herefordshireccg.nhs.uk

Freepost Plus
RTAA-XTHA-LGGC
Patient Services on behalf of Herefordshire CCG
Staffordshire Commissioning Support Unit
Heron House
120 Grove Road
Fenton
Stoke on Trent
Staffordshire ST4 4LX

PALS is open Monday – Friday 9am – 4pm

Onside - Independent Complaints Advocacy Service (ICAS)

ICAS is free, independent and confidential and can:

- Generally support you with your NHS complaint
- Provide a self-help pack so you can deal with your own complaint
- Put you in touch with other people who can help you
- Involve an interpreter or translator if you need one
- Meet you in a place where you feel comfortable if you are not able to visit our office or speak on the phone

Onside Independent Advocacy
Williamson House
14 Charles Street
Worcester WR1 1LT
Helpline: 01905 27525
Fax: 01905 28554
Email: info@onside-advocacy.org.uk web: www.onside-advocacy.org.uk

Parliamentary Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP

Enquiries: 0345 015 4033 phso.enquiries@ombudsman.org.uk