

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that King George 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 third party consent form (available from Reception or via our website) signed by the patient concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following official bodies:

NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net – FAO The Complaints Manager
0300 311 22 33 – Mon to Fri 8am to 6pm

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 the following website:
<http://www.cqc.org.uk/contact-us>

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

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

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

Telephone - 0300 456 2370

Text - send the word 'pohwer' with your name and number to 81025

Email - pohwer@pohwer.net

Post - PO Box 14043, Birmingham, B6 9BL

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Ombudsman's Complaints Helpline 0345 015 4033

Email phso.enquiries@ombudsman.org.uk

Textphone (Minicom): 0300 061 4298

Visit: <http://www.ombudsman.org.uk>

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



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

DOCTORS

Dr T Roberts

Dr R Paramour

Dr L Ekong

Dr O Ezeuko

Dr R Mahalingam

Dr L Maddocks

Dr A Saha

Dr M Kimberley

Dr L Williams

Dr N Vaghela

Dr M Tawafiq

Dr H Naeem

Dr M Parmar

Please Take a Copy

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LET THE PRACTICE KNOW YOUR VIEWS

King George & Manor House Surgeries are 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 the Practice Manager via e82086.kinggeorgesurgery@nhs.net 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 from when the complaint comes to your notice

The Practice will acknowledge your complaint within SEVEN working days.

The Practice will offer to arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, 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: _____