

# Highcroft Surgery

## Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 or at most a few weeks – 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:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem

The Practice Manager will be pleased to deal with any complaint. He will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to one of our Managers

***In writing*** – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible. A complaints form is provided with this information leaflet.

### **What we will do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and will start looking into your complaint as soon as possible. We will endeavour to respond as soon as we can but the time taken to properly investigate and respond to a complaint will vary depending on the nature of the complaint. We shall then be in a position to offer you an explanation and a meeting with the people involved.

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 would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Please be assured that patients, carers and relatives will not be treated adversely as a result of having complained.

### **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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **What else you can do**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. To contact NHS England:

- By Post: NHS England, PO Box 16738, Redditch, B97 9PT
- Telephone: 0300 311 22 33
- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

You can also contact the Patient Advice and Liaison Service, for confidential advice and support. To contact PALS:

- Telephone: 0800 028 3693
- Email: [pals.south@nottinghamnortheastccg.nhs.uk](mailto:pals.south@nottinghamnortheastccg.nhs.uk)
- By Post: Freepost, Freepost RTHU-JLJL-LGLT, Patient Experience Team, South Nottinghamshire CCGs, Civic Centre, Arnot Hill Park, Arnold ,NOTTINGHAM, NG5 6LU

The NHS Complaints Advocacy service (POhWER) can help you to use the NHS complaints process. For more information visit their website at [www.powher.net](http://www.powher.net). To contact POhWER:

- Telephone: 0300 020 0093
- Text: send the word 'pohwer' with your name and number to 81025
- Email: [yourvoiceyourchoice@pohwer.net](mailto:yourvoiceyourchoice@pohwer.net)
- Post: POhWER, PO Box 14043, Birmingham B6 9BL

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Ombudsman is independent of government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so. To contact the Ombudsman:

- Telephone 0345 0154033
- Write to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP
- Go to website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)



