

St Luke's Surgery

Radford Health Centre

Ilkeston Road

Nottingham, NG7 3GW

Tel: 0115 978 4374

Fax: 0115 970 1478

www.stlukessurgery-nottingham.co.uk

Complaints Procedure Leaflet

If you have any complaint or concern about the service you have received from the doctors or staff working for this surgery you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the commissioner, NHS England

This procedure does not affect your right to make a formal complaint, however if your formal complaint is dealt with by the practice it cannot also be dealt with by the commissioner NHS England. Nor does it affect your right to seek compensation in law.

How to complain?

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 couple 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 twelve months of the incident.

Your complaint should be addressed to the Practice Manager who will ensure that it is investigated thoroughly and as speedily as possible. It will be a great help if you are as specific as possible about your complaint.

What we shall do? – The practice will operate a non-discriminatory policy. There will be no adverse consequences to the care & management of anyone who makes a complaint.

We will acknowledge your complaint within three working days and aimed to have looked into your complaint within 10 working days of the date when you raised with us. We shall then be in a position to offer you an explanation, or meeting with the relevant 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 appropriate response

- If necessary identify what we can do to make sure the problem does not happen again.

A copy of our complaints form is available; you may use it to complain on behalf of someone else. You do not have to use the form, if you prefer you can set out your complaint in your own way. We can help you write down your complaint, if you need help contact the Practice Manager.

Complete the complaint form as soon as you can and return it to the Practice Manager.

Someone within the surgery will then investigate your complaint. It is likely that, as a first step, the investigator will contact you directly to ensure that he/she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

Complaining on behalf of someone else

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority, if you are not the patient in question.

Getting further help with your complaint

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 an opportunity to improve our practice.

You can get help and advice from the following:

Healthwatch Nottingham Tel: 0115 8599511

Email: www.healthwatchnottingham.co.uk

POhWER: Advocacy support for people making complaints.

Tel: 0300 020 0093

Email: yourvoicewhatever@pohwer.net

If patients are not satisfied with the way their complaint has been dealt with by the provider or commissioner, they can contact the Parliamentary and Health Service Ombudsman (PHSO)

Post: The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London, SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Telephone: **0345 015 4033**

ALTERNATIVELY If you prefer not to complain directly to the practice, please send your complaint to:

NHS England Board Customer Contact Centre

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Postal: PO BOX 16738, Redditch, B97 9PT