

# APPLE TREE MEDICAL PRACTICE

## Complaints Procedure

### PATIENT COMPLAINTS PROCEDURE

If you have a complaint or concern about the service that you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our system meets national criteria.

#### **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 matter of days or at most a few weeks - because this will enable us to establish what happened more easily.

You should normally make a complaint within twelve months of the event, or within twelve months of becoming aware that you have something to complain about. However, these time limits may be waived if there are good reasons why you could not complain earlier and if we are still able to investigate the complaint fairly and effectively in spite of the delay. Complaints can be made either orally or in writing to the Practice Manager Deborah Rattray or to any of the doctors.

#### **What We Will Do**

We will acknowledge receipt of your complaint within 3 working days either orally or in writing and will offer to discuss the matter with you.

We will offer you a meeting with complaints lead, Deborah Rattray to agree a timeframe for resolution and to reach an agreement with you on how you wish the complaint to be handled and the likely period for completion of the investigation and response to you. If you would prefer not to accept the offer of a discussion we will determine a specified response period and notify you in writing of that period.

We will aim to investigate and deal with all complaints efficiently and speedily. We will send you a written response with a report on the investigation as soon as reasonably practicable. If we are not able to meet the response deadline we have agreed with you, we will contact you to advise why and negotiate another timescale.

All oral complaints will be recorded in writing by the Practice and you will be provided with a copy of the written record.

When we look into your complaints, we will aim to:

- Find out what happened and what went wrong
- Advise you what we will do to put the matter right
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right

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whatever has gone wrong and an opportunity to improve the services provided by our Practice.

If you are not content with the outcome of your complaint at local level you can ask the Ombudsman to independently review your case by writing to:

The Parliamentary and Health Services Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Or email

[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

Or phone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **If You Need Help**

If you need assistance in making a complaint you can contact the Independent Complaints Advocacy Service at:

POhWER

[www.pohwer.net](http://www.pohwer.net)

tel 0300 020 0093

PO Box 14043, Birmingham B6 9BL

Although the Practice would welcome the opportunity to investigate your complaint, you may prefer to choose to make your complaint to the NHS England, details as follows:

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

Contact Number: 0300 311 2233

Postal address:

NHS Commissioning Board

PO Box 16738

REDDITCH

B97 9PT

## **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 2 official bodies:

Patient Advice and Liaison Service (PALS) at Nottingham North and East Clinical Commissioning Group (CCG) -0800 028 3693 option 2 or in writing to : Patient Experience Team, South Nottinghamshire CCG's, Civic Centre, Arnot Hill Park, Nottingham,NG5 6LU

NHS England, PO Box 16738, Redditch, B97 9PT

[england.contactus@nhs.net](mailto:england.contactus@nhs.net) – FAO The Complaints Manager

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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>

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

Updated October 2015 Deborah Rattray  
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