

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that RED ROOFS 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 note signed by the person 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 you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can contact any of the following 3 bodies:

Patient Advisory Liaison Service (PALS) - George Eliot Hospital, College Street, Nuneaton, CV10 7DJ. Tel: 024 7686 5550

Independent Complaints and Advocacy Service (ICAS) POhWER, County Buildings, St Mary's Street, Worcester, WR1 1LT
Tel: 0300 456 2370

NHS Warwickshire – Westgate House, Market Street, Warwick, CV34 4 DE. Tel: 01926 493491

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 6 16161, or alternatively visit the following website:
<http://www.cqc.org.uk/contact-us>

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found at George Eliot Hospital.

Further information is on their website:-

<http://www.pals.nhs.uk/officemapsearch.aspx>

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Further information about your local ICAS service can be found on the website below:-
http://www.pohwer.net/how_we_can_help/icas_providers.html

Telephone: 0300 456 2370

Postal address: ICAS, PO Box 14043,
Birmingham, B6 9BL

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or
<http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

RED ROOFS SURGERY

Comments & Complaints

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr M Burnett

Dr H R Gorringe

Dr N Johnson

Dr E C Jesper

Dr R J Light

Mr J Powell

Please Take a Copy

Revised April 2015

LET THE PRACTICE KNOW YOUR VIEWS

RED ROOFS SURGERY is 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.

COMMENTS / SUGGESTIONS

Name: _____

Address: _____

Telephone: _____

E-mail: _____

Today's date : _____

Details: _____

Signed: _____

PRACTICE COMPLAINTS PROCEDURE

If you have any complaint or concern regarding the service you have received, either from a member of the medical team or any of the ancillary staff working at Red Roofs, you are entitled to an explanation.

To this end, we operate an informal procedure in order for you to receive an explanation regarding your complaint quickly.

The following points must be noted however:

- This procedure does not deal with matters of legal liability or compensation.
- This procedure does not affect your right to make a formal complaint to the local Clinical Commissioning Group or any other statutory body.
- There may be some instances where our own procedure is an inappropriate form of investigation. This being the case, you will be informed and advised as to what the appropriate body would be.

HOW TO COMPLAIN

Your complaint should be discussed with a receptionist and a form filled out in the first instance.

A complaint form can be obtained from reception.

The form will be passed to our practice manager, Mr Jeff Powell, for investigation. We will ensure that your complaint is registered, investigated and reported back to you. We will acknowledge your complaint within 2 working days of receiving it. Our aim is to report back to you within 10 working days of receiving your complaint. However, there may be some instances when more time will be required. We will endeavour at all times to keep you fully informed of developments.

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

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem

OR

- Within 6 months of discovering that you have a problem, provided this is within 12 months

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.

