

REGAL CHAMBERS SURGERY

REGAL CHAMBERS SURGERY COMPLAINTS PROCEDURE

We endeavour to give you the best service possible at all time, but there may be times when you have a complaint or concern about the service you have received from the doctors or staff working here, and you are entitled to ask for an explanation.

We operate an in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us the opportunity to look into and, if necessary, correct any problems that may have arisen. Hayley Marshall, Business Manager, will always be happy to speak to patients either by phone or in person. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

You are, however, able to approach NHS ENGLAND to raise a complaint on your behalf, but it is NHS ENGLAND that determines whether to investigate concerns or refer them back to the practice. You are not able to raise your complaint with NHS ENGLAND after you have received a response from the practice.

This procedure does not affect your rights to make a formal complaint to

Post

NHS England
PO Box 16738
Redditch
B97 9PT

Email

england.contactus@nhs.net marked 'For the attention of the complaints manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Patients should be advised they will need to provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

-  your name and a valid email or home address for reply;
-  a clear description of your complaint;

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-  copies of earlier associated correspondence between yourself and NHS England; and
-  any valid correspondence case reference numbers.

NHS England aim to respond to all complaints within 20 working days. If unable to reply within this time, NHS England will let you know and provide a realistic estimate of when you can expect a reply.

Please note, we have to respect our duty of confidentiality to patients, and patient's consent will be necessary if a complaint is made on their behalf. We cannot provide confidential information without appropriate authority if you are not the patient in question.

Your complaint should be addressed to Hayley Marshall, Business Manager, who will ensure that it is investigated thoroughly and as speedily as possible. You will normally be offered a meeting within 7 days to discuss the matter. You may bring a relative or friend to the meeting with you. We aim to report back to you within two weeks although, in some cases, more time may be required.

A copy of our complaint form is below. You do not have to use it if you prefer to set out your complaint in your own way. We can help you write down your complaint if you feel you need help. Please contact Hayley Marshall who will be happy to assist you.

We hope to address your concerns fully, provide you with a suitable explanation, and discuss any action that may be taken. We trust that at the end of the informal meeting you will be satisfied that the matter has been resolved.

The following websites may also offer some useful information.

NHS England: <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

PHSO : www.ombudsman.org.uk

POhWER ICAS: www.pohwer.net

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Complainant's details

Name.....

Address

.....

Contact telephone number

Patient's details (if different from above)

NameDOB

Address

.....

Contact telephone number

SUMMARY OF COMPLAINT (i.e. what is it that you wish to complain about?)

Full details of complaint

DateTime.....Place.....

Member(s) of practice involved

Full description of events (i.e. the facts and surrounding circumstances giving rise to your complaint)

Complainant's signatureDate.....

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Where the complainant is not the patient

Ihereby authorise the above complaint to be made. I also agree to disclosing confidential medical information about me to the person named below. This information should only be in relation to the complaint.

.....(name of person acting on my behalf)

Patient's signature Date