

Moatfield Surgery

Patient Information Leaflet

(last updated 02/2017)

Patient Complaints/Feedback Procedure

relating to Moatfield only. For other care settings eg. hospitals, please use their relating policy.

Moatfield Surgery always strives to improve the way in which services are delivered to patients. If you have a complaint, concern about the service you have received from the doctors or any of the staff working at the practice or would provide some feedback, please do let us know. We operate a practice complaints/feedback procedure as part of an NHS system of dealing with complaints and patient's concerns. Our complaints system meets national criteria. Patients should rest assured that by doing so their future treatment will not in any way be affected.

How to raise any concerns?

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. Our aim is to resolve concerns quickly and amicably and guide patients through the process as best we can. If your problem cannot be resolved in this way and you wish to make a complaint, raise a concern or provide feedback, 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 this is not possible, please let us have details of your concern:

within 12 months of the incident that caused the problem; or
within 12 months of discovering that you have a problem.

Patients are invited to submit their concerns by email, phone, letter or fax and these should be addressed to Ms Tess Clarke, the Practice Manager for Patient Services. Alternatively, you may ask for an appointment with either the Reception Manager or the Practice Manager, or any other member of staff you feel comfortable talking to, in order to discuss your concerns. We will explain the practice procedure to you and will make sure that your concerns are dealt with promptly. It would assist us greatly if you are as specific as possible ideally stating names of staff involved, dates, times, places and a full description of events as well as some personal details about yourself or the patient on whose behalf you are raising a concern as well as what outcome you are seeking.

What we shall do

If your initial complaint was made verbally, but was unable to be resolved within one day, then we will put your complaint in writing as an acknowledgement and send this to you within **3 working days**.

If your complaint was made in writing or electronically or by fax, and not resolved within 1 working day, it will be acknowledged by the practice within **3 working days, either in writing or verbally**. The acknowledgement will also include an invitation to come and talk to us should you find this a helpful way forward, in order to decide how the complaint should be handled, the timeframe for the resolution and to establish what outcome you are seeking.

We shall then investigate your concerns, and by doing so, 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 this is appropriate;
identify any learning outcomes and what we can do to make sure the problem does not happen again.

The findings of the investigation will be provided to you in writing. If you remain unhappy with the outcome, you are entitled to contact outside agencies; options are listed at the end of this leaflet.

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.

If you are still dissatisfied

We hope that, if you have any concerns, you will use our practice procedure. We believe this will give us a chance to put right whatever has gone wrong and an opportunity to improve our practice. If you feel, after our investigation and conclusion, that you are dissatisfied with the outcome, you are entitled to contact the following outside agencies, who will give further consideration to your concerns:

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)

Phone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

ICAS

ICAS stands for the Independent Complaints Advocacy Service. It is a free and confidential service that is independent of the NHS and tailored to individual patient need.

Phone: 0300 30 38 536

Email: icas@westsussexcab.org.uk

Or call in at any Citizens Advice Bureau in the county.

NHS England

Email: England.contactus@nhs.net

Telephone: 0300 311 22 33

Address: NHS England
PO Box 16738
Redditch
B97 9PT

The Ombudsman

www.ombudsman.org.uk

Complaints helpline – 0345 015 4033 (Mon-Fri 8.30 – 5.30pm)

Email: phso.enquiries@ombudsman.org.uk

Fax: 0300 061 4000

Writing to:

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

Patient Advice and Liaison Services (PALS)

These are based at each individual hospital and details may be obtained from the appropriate websites.

The NHS Constitution – Patients' Rights and Responsibilities

You have the right -

to have any complaint you make about NHS services acknowledged within three working days and to have it properly investigated

to discuss the manner in which the complaint is to be handled, and to know the period within which the investigation is likely to be completed and the response sent

to be kept informed of progress and to know the outcome of any investigation into your complaint, including an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken

to take your complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS

to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority to compensation where you have been harmed by negligent treatment.

The NHS also commits:

- to ensure that you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and that the fact that you have complained will not adversely affect your future treatment;
- to ensure that when mistakes happen or if you are harmed while receiving health care you receive an appropriate explanation and apology, delivered with sensitivity and recognition of the trauma you have experienced, and know that lessons will be learned to help avoid a similar incident occurring again; and
- to ensure that the organisation learns lessons from complaints and claims and uses these to improve NHS services.

Patient responsibilities

The NHS belongs to all of us. There are things that we can all do for ourselves and for one another to help it work effectively, and to ensure resources are used responsibly.

Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.

Please register with a GP practice – the main point of access to NHS care as commissioned by NHS bodies.

Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.

Please provide accurate information about your health, condition and status.

Please keep appointments, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

Please follow the course of treatment which you have agreed, and talk to your clinician if you find this difficult.

Please participate in important public health programmes such as vaccinations.

Please ensure that those closest to you are aware of your wishes about organ donation.

Please give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve NHS services for all.