

THREWAYS SURGERY

PRACTICE COMPLAINTS PROCEDURE

All complaints, whether clinical or administrative, are taken seriously by the Practice

WHO TO COMPLAIN TO

The complaint should be directed to The Practice Manager or a GP Partner in writing as soon as possible.

If the complaint is received over the telephone, the caller will be asked to put in writing

and if urgent email across to the practice - threeways.reception@nhs.net

Independent Options

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Ring the complaints Helpline 0345 015 4033

Or email phso.enquiries@ombudsman.org.uk

Or fax us on 0300 061 4000

The Helpline is open 8:30am to 5:30pm Monday to Friday.

TIME FRAME

Complaints should be made in writing or verbally within 12 months of the incident or within 12 months of discovering a problem has arisen in respect of a particular incident. If a complaint is received in writing, the Practice Manager or Partner will send a letter of acknowledgement within 3 working days informing them that their complaint is being dealt with. A letter detailing the outcome of the investigation will follow within 10 working days. In the event of

the investigation taking longer than the 10 day period the patient will be informed of the delay with a new estimated date of completion.

If the patient is not satisfied with the outcome of the complaint they have the right to pursue the matter further with the NHS Ombudsman and they may request an independent review within 28 days

PROCEDURE

When a complaint is received, staff are to log the complaint onto a complaints form, making a note of the following:

Nature of the complaint, i.e. clinical or administrative

- ✓ Details of Complaint
- ✓ Time and Date of complaint
- ✓ Whom the complaint is against
- ✓ Check that the consent of the patient has been obtained if a third party

The completed form is to be submitted to the Practice Manager or her deputy without delay. The Practice Manager or her deputy will interview all members of staff involved to establish the facts.

If appropriate a meeting will be held with the complainant, Partners and staff making sure that the details are recorded.

The Practice Manager or her deputy will make a factual report and record all findings in the complaints file.

Records must not be altered in any way.

Corrective action including disciplinary and or training will be taken if necessary against the member of staff.

If the matter cannot be resolved with the practice it must be referred to the NHS Ombudsman.

Reassure the patient that all complaints will be treated as private and confidential and that the Practice will continue to meet its obligation to provide ongoing healthcare irrespective of any complaint against them.

Key Personnel:

Practice Manager – Louise Bzdek

Staff Deputy / Senior Receptionist – Pam Tottman / Elain Bucknell

Senior Partner / Responsible Person – Dr Steve Allen

Deputy – Dr Hassim, Pope, Tang, Agathengelou

Learning Drive & Improvements

Initial review on the complaint is reviewed at the weekly clinical practice meeting and for non-clinical complaints at administration meeting.

Significant event meetings are used to review significant complaints and allows for improvement / re design of processes.

Adverse Incident reporting (www.npsa.nhs.uk) should be used as necessary.