

Blake House Surgery

Essential Standards of Quality and Safety

Outcomes 16

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Title	Complaints and Comments Leaflet
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COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Blake House 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. We will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or disability it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this

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 bodies for help and advice:

Patient Advisory Liaison Service (PALS)

Tel: 0300 123 1672

Devon Advocacy Consortium

Tel: 0845 231 1900

Email: devonadvocacy@livingoptions.org

NHS Commissioning Board

Email: England.contactus@nhs.net

Tel: 0300 3112233

OTHER HELP AND ADVICE

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 on

[http://www.nhs.uk/Service-Search/Patient%20advice%20and%20liaison%20services%20\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient%20advice%20and%20liaison%20services%20(PALS)/LocationSearch/363)

Or phone NHS 111 for details of your nearest PALS.

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on <http://nhscomplaintsadvocacy.org/>

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 visit <http://www.ombudsman.org.uk>

Blake House Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR
VIEWS

PARTNERS

Dr Kylan Stray
GP Partner

Stephanie Stacey
Management Partner

Please Take a Copy

(Revised August 2021)

LET THE PRACTICE KNOW YOUR VIEWS

Blake House 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

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Was our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

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.

HOW TO COMPLAIN

Most problems can be sorted out quickly and easily, often at the time they arise, with the person concerned and this may be the approach you try first.

Where the issue cannot be resolved at this stage, please contact the Practice Manager, Stephanie Stacey, who will try to resolve the issue and offer you further advice on the complaints procedure.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days and preferably **in writing**. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

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

Within 12 months of the incident

OR

Within 12 months from when the complaint comes to your notice.

WHAT WE DO NEXT

The Practice will acknowledge your complaint within **three working days**.

COVID 19 - The Practice is experiencing high emergency demand and facing challenges to delivering clinical services that the response times for complaints may be delayed. This will only be regarding complaints where it is clinically safe to delay a response and patients will be kept informed of progress.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

You may receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

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

COMPLAINTS AND COMMENTS FORM

Full Name:_____

Date of Birth:____/____/____

Address:_____

Telephone:_____

Date of complaint / comment: ____/____/____

Details (Including Dates, times & names of
practice personnel, if known):

Signed:_____

Date:____/____/____

Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1.0	27.03.13	Anita		
1.1	05.11.13	Trudie		Insertion of document history and signature sheet. Insertion of contact details for PALS, NHS Complaints Advocacy Service and New Devon CCG
1.2	18.11.19	Trudie		Steph's details already included as PM. Dr Stray added. Layout amended to fit onto 2 pages
1.3	26.7.21	Gemma		Steph added as management partner. Layout amended to fit onto 2 pages again.
1.4	23.8.21	Gemma		Amended contact numbers and email addresses for PALS, Consortium, NHS Commissioning Board. Amended layout. Added extra space to write complaint.

I have read and understood the above.

Name	Position Held	Signature	Date

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