

SKEGBY FAMILY MEDICAL CENTRE

# Complaints & Suggestions Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## Practice Partners

Dr Richard Hook

Dr Paul Dykes

Dr Denise Glover

Dr Shelly O'Callaghan

Practice Manager: Nicole Keeling

## **LET THE PRACTICE KNOW YOUR VIEWS**

SKEGBY FAMILY MEDICAL CENTRE 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?
- Were 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. 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.

The Doctors and staff always aim to give you the best service possible. However, there may be times when you feel that this has not happened for you or your family. This leaflet tells you what to do if you have a complaint about any of the services we provide.

By using this procedure you enable us to:

- Try and resolve the problem with you
- Learn from our mistakes or shortcomings
- Prevent any repeat of the problem
- Develop our service according to patient needs

## **HOW TO COMPLAIN**

If you have cause for complaint please telephone, write or call into the surgery to talk to Nicole Keeling, Practice Manager. She will take full details of your complaint. Please make sure that you leave a contact name and telephone number for Nicole to get back to you. It is important to us to deal with your complaint quickly and you may be offered an appointment to discuss the problem at the earliest mutually convenient time. Our aim is for this to be within 3 working days. **Please note you may bring a relative or friend to the meeting.**

Alternatively if your complaint is in writing and you would prefer your response to be returned in writing you can expect an acknowledgement of your letter within 3 working days and we aim to provide a full response to your complaint within 25 working days.

The practice will investigate and try to understand what went wrong. The practice will have a meeting with the relevant staff members and GP partners to discuss the situation and to ensure they have a complete picture of the situation in question. Occasionally this may take a little time especially if we have to make a lot of enquiries, but we will contact you if we are not reasonably able to meet the 25 working days deadline.

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

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that SKEGBY FAMILY MEDICAL CENTRE 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.

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

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

## **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following 2 official bodies:

Mansfield and Ashfield Clinical Commissioning Group, Hawthorn House, Ransom Wood Business Park, Southwell Road West, Mansfield, Notts, NG21 0HJ  
Tel: 0300 300 1234

NHS England, PO Box 16738, Redditch, B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net) – FAO The Complaints Manager  
0300 311 22 33 – Mon to Fri 8am to 6pm

**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 616161, or alternatively visit the following website:

<http://www.cqc.org.uk/contact-us>

**POhWER & OMBUDSMAN**

**ADVOCACY SERVICE FOR NHS COMPLAINTS**

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 [www.pohwer.net](http://www.pohwer.net)

Tel: 0300 200 093

Email: [yourvoiceyourchoice@pohwer.net](mailto:yourvoiceyourchoice@pohwer.net)

Write to: POhWER

PO Box 14043

Birmingham

B6 9BL

**OMBUDSMAN**

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then 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> to take your complaint further.

**COMPLAINTS AND COMMENTS FORM**

Name: \_\_\_\_\_ Date of complaint / comment: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Details: \_\_\_\_\_

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Signed: \_\_\_\_\_

