

What do we do with the complaints?

We keep a written log of all complaints to ensure that we respond according to the correct timescales and that the whole process runs smoothly.

We produce an annual report of all our complaints, their outcomes and actions taken. All patient identifiable data is removed so that the complaints appear anonymously in this report, which may be sent to the CCG.

The complaints procedure is a separate process and no details of complaints are entered onto patient clinical records.

This procedure is compliant with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 which came into force on 1st April 2009

Where can I get further help?

We aim to resolve all complaints within our practice. If you would like help in putting together your complaint you can contact:

NHS East Leicestershire and Rutland Clinical Commissioning Group

Tel: 0116 295 3405

<http://eastleicestershireandrutlandccg.nhs.uk>

Email:

enquiries@EastLeicestershireandRutlandccg.nhs.uk

Healthwatch Rutland

Tel: 01572 720381

www.healthwatch.co.uk/directory/rutland

Email: info@healthwatchrutland.co.uk

NHS Complaints Advocacy services:

POhWER

Tel: 0300 456 2370

www.pohwer.net

seAP Advocacy:

Tel: 0330 440 9000

www.seap.org.uk

If, after we have concluded your complaint you are not satisfied with the outcome, you can contact:

NHS England Customer Contact Centre

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

NHS England, PO Box 16738, Redditch B97 9PT

Empingham Medical Centre

Concerns

Compliments

Comments

How do I make a complaint?

Empingham Medical Centre

Main Street

Empingham

Rutland LE15 8PR

Tel: 01780 460202

Email:

empinghammedicalcentre.enquiries.nhs.uk

April 2019

The complaints process

We have 2 members of our team who manage the complaints system:

Mr Ian Halcrow is the 'Responsible person' who ensures that we comply with the regulations and that any action is taken in the light of the outcomes of complaints

Mrs Vikki Hughes is the 'Complaints Manager', responsible for ensuring we follow the procedures for handling complaints as per the regulations.

What can I complain about?

You can complain to us about any service we provide. If your complaint is about us and another body, we will work together with them to give you a joint response.

If your complaint is about another NHS service we can help point you towards the person to whom you need to make your complaint.

Who can complain?

- the patient (who has received the treatment/service)
- a representative acting on behalf of the patient who has requested them to do so, or on behalf of someone who has died, is a child or who has a physical/mental disorder (proof of authority eg a letter would be required)

When can I complain?

The regulations state that you must make a complaint within 12 months of the incident about which you are complaining.

If the 12 month period has expired, you will need to explain why you could not make the complaint within that timescale.

How can I complain?

We aim to resolve all complaints here at Empingham Medical Centre – we think that works best for both parties. We would suggest that in the first instance you speak to the Complaints Manager, Claire Forster, either by phone or face-to-face. Many complaints can be resolved quickly and amicably by this route. It is our preferred way of helping you to explain the details of your complaint and in helping us to understand what has gone wrong and starting off the process to correct it.

A more formal approach is to write to us, outlining your complaint. Again, we would probably ask you to come in to meet with us so we could discuss the complaint in full detail. You could bring a family member or friend with you if this would help.

Who can I complain to?

You can always complain to the member of staff who is on hand – they will always do their best to help you.

If that is not possible, then the Complaints Manager is the best person to speak to.

Please make your complaint directly to the Practice, rather than the Clinical Commissioning Group (CCG). Any complaint made direct to the CCG has to be shared with the practice and if the complainant does not give permission for this sharing, then the complaint is not actioned. The CCG expect us to resolve complaints with our patients ourselves and we agree that that is the best option.

What response will I get?

If you have made a verbal complaint, we will aim to resolve it immediately, or at the latest by the end of the following working day. If you write to us with a formal complaint we will:

- acknowledge the complaint within 3 working days of its receipt

- make a written copy of the complaint and send it to you
- explain the manner in which the complaint will be investigated
- tell you how long an investigation is likely to take
- keep you informed of its progress
- at the end of the investigation we will send you a written response, telling you our conclusions and the actions we are taking.

How will I be treated?

At all times during the complaints procedure you will be treated with respect, courtesy and confidentiality. We will ask you how you would like to be kept informed – by phone, letter, email or face-to-face meetings. We will ensure we:

- respond in a timely and appropriate manner
- keep you fully informed of the progress of the complaint
- tell you the outcome of our investigation
- tell you what action we have taken as a result of your complaint

