St Peters Surgery

6-8 Oaklands Avenue

St Peters Broadstairs

CT10 2SQ

Tel: 01843 608860

**Practice Based Complaints**

**Policy and Procedure**



How to make a comment, complaint or compliment about your Surgery

* **Who can help with your complaint?**

NHS England

If you have a concern or complaint about a GP or Practice that can be resolved locally with the Practice, please contact:

NHS Commissioning Board

PO Box 16738, Redditch, B979PT

Tel: 0300 311 2233

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

SEAP

SEAP are an independent Advocacy Service who are available to support you and represent your view when making a complaint- they can accompany you to meetings to discuss your complaint and provide support or an interpreter.

SEAP, 7th Floor, Cavendish House, Breeds Place, Hastings TN343AA

Tel: 0330 440 9000 Email: [info@seap.org.uk](mailto:info@seap.org.uk)

If you remain dissatisfied with the response from the practice (or NHS England where your complaint was investigated by them) then you have the right to refer your complaint to the Health Service Ombudsman. They would require a clear statement of whet issues remain outstanding.

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P4QP

0345 015 4033 phso.enquiries@ombudsman.org.uk

All GPs are required under their Terms of Service, to participate in NHS Complaints Procedures. The New Complaints Procedure introduced in April 2009 encourages local resolution and a patient centred approach. The Surgery understands the importance of listening to patients and making changes when things are not going as they (or we) would wish.

The Surgery recognises that patients who complain about the care or treatment received have a right to expect a prompt, open, constructive and honest response including an explanation and if appropriate, an apology.

To ensure all complaints receive thorough and timely investigation and a detailed response aimed at resolving issues to the satisfaction of all parties.

Communicate effectively with the complainant, agreeing a way forward for handling their complaint and meeting agreed timescales.

Ensure patients’ concerns are heard and acted upon; encourage and train front line staff to play an active role to resolve issues and where appropriate, to refer matters to the Complaints Manager in a timely manner.

View patient complaints seriously, identify trends and apply learning to improve services for the benefit of all patients.

Details of the Surgery’s Complaints System are published in the Surgery’s Complaints Leaflet, and a poster informing patients of the procedure is displayed at the Reception desk. Details of NHS England’s Scheme and SEAP Independent Advocacy Service will also be made available to patients.

* This policy is concerned with **Formal complaints** defined as “An expression of dissatisfaction from a patient or their duly authorised representative, or any person who is affected by or likely to be affected by the action, omission or decision by the Practice, whether justified or not.”
* Complaints will be investigated if they are made within 12 months of the event(s) concerned or within 12 months of there being a discovery that there was cause for complaint. The Practice **may** waive these timescales if there is a good reason for the complaint not being made earlier and it is still possible to investigate the complaint effectively and efficiently.
* The complaint process will be managed by the Practice Manager under the Surgery’s complaints Procedures in accordance with NHS Complaints regulations once all investigations are complete, the Surgery’s response to the complainant will advise them of their right to request a review by the Parliamentary Health Service Ombudsman should they remain dissatisfied. Contact details will be included. There is no mechanism for referring the matter to NHS England at this stage.
* Where a complaint **also** identifies issues with another organisation e.g. a Hospital department, the Surgery will liaise with that organisation in order to respond to all aspects of the complaint. Where the complaint **only** relates to the organisation, the Surgery will seek permission
* Where patients ask NHS England to investigate their complaint about the Surgery, NHS England will seek their consent to contact the practice for a response to concerns; this will in turn be sent back to NHS England to allow them to formulate a full response to the patient.
* All complaints will be acknowledged within 3 working days of receipt and agreement reached with the complaint about the expected timescale and outcome of the investigation.
* Confidentiality will be respected at all times and the patients consent will be sought where the complaints are made by anybody other than the patient themselves.
* The practice manager will undertake a thorough investigation of events and seek to address all aspects of a patient’s complaint; taking advice where beneficial, arranging meeting with the complaint.
* Where appropriate the practice will invite and co-operate with agencies such as NHS England or SEAP in order to achieve a local resolution.
* The Surgery will also ensure that links are established with Social Services and other agencies to ensure a seamless response to complaints.
* Every effort will be made to keep the complaint informed of progress and for a final response to be sent to the complainant by the senior partner within the agreed timescale.
* The Practice Manager will keep a record of all complaints received together with details of timescales and outcomes. This information will contribute to the identification of services improvements, staff training needs as well as forming part of the Practice Annual report on complaints for NHS England.