

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Jubilee Medical Practice 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.

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, or you are dissatisfied with the response received from us, you can contact the following body:

The Complaints Manager
NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net
Telephone: 0300 311 22 33

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>

OMBUDSMAN

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Most complaints are resolved locally, but if you are not happy with the response from this practice, you do have a right of redress and 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:

Telephone: 0345 015 4033

Fax: 0300 061 4000

or write to:

Parliamentary Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

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

Email: phso.enquiries@ombudsman.org.uk

The Jubilee Medical Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS:

Dr C Metcalfe
Dr P Green
Dr G Purohit
Dr N Khoosal
Dr T Blount
Dr Bharkhada
Dr Steadman

Practice Manager:
David Swanson

Please Take a Copy

(Revised May 2018)

LET THE PRACTICE KNOW YOUR VIEWS

The Jubilee Medical Practice 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. 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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Michelle Keogh- Reception Manager & Complaints Lead, who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please write to our Practice as soon as possible, ideally within a matter of days. 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 12 months from the occurrence giving rise to the complaint, or from the time that you become aware of the matter

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____