

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients.

We will always be willing to hear if there is any way that you think that we can improve the service we provide.

As a practice we are committed to providing the best possible care for our patients. We are aware that occasionally things do not go as planned and that individual patients and/or their families may be unhappy with a situation.

How to complain

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem.

Written complaints should be addressed to the Practice Manager and a form is attached which you may wish to use. Alternatively, you may ask for an appointment with her in order to discuss your concerns. She will explain the procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

If you need assistance with the above please approach any member of staff who will be happy to help you.

What we shall do

Our complaints procedure is designed to make sure that we deal swiftly with any problem that may occur.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. If we expect it to take longer we will explain the reason for the delay. We shall then be in a position to offer you an explanation, or a meeting with the people involved. You may bring a friend or relative to the meeting if you wish.

When we look into your complaint we shall aim to:

- find out what happened and what went wrong
- involve you in negotiating a complaints plan including agreement on timescales
- make it possible for you to discuss the problem with those concerned, if you would like to do so
- make sure you receive an apology, where this is appropriate
- take steps to make sure the problem doesn't happen again.

At the end of the investigation you will receive a final letter setting out the result of the above.

Where your complaint involves more than one organisation we will liaise with that organisation so that you receive one co-ordinated reply. Where another organisation is responsible for investigating your complaint we will seek your consent to forward it to the correct person to deal with.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. You can contact them by writing to PO Box 16738, Redditch B97 9PT or by email at england.contactus@nhs.net.

For advocacy services patients can also contact Essex Healthwatch on 01376 572829.

If you are dissatisfied with the way your complaint has been dealt with, you have the right to take your complaint to the independent Health Service Ombudsman.

You can contact them on 0345 015 4033, or write to them at:

The Parliamentary & Health Service Ombudsman

Millbank Tower, Millbank, LONDON SW1P 4QP

www.ombudsman.org.uk

Help us get it right

We constantly try to improve the service we offer and need you help to bring matters to our attention and together we can improve the service available to all our patients of the practice.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Practice Contact Details:

Mrs Elaine Hemmings, Practice Manager
Queens Park Surgery
24 The Pantiles
Billericay
Essex
CM12 0UA

Tel: 01277 626446

Fax: 01277 630623

Email: practice.managerf81222@nhs.net