**COMPLAINTS PROCEDURE**

**INFORMATION FOR PATIENTS**

**Making a Complaint**

Most problems can be sorted out quickly and easily, often they arise with a particular person and maybe discussing the problem with them direct could be the approach for you to try first.

Where you are not able to resolve your complaint, or you do not feel that you could (or want to) do it that way then a formal complaint is your next option. This Practice would like to receive any complaints as such in writing as soon as possible after the event, ideally within a few days, as this helps us to establish what happened more easily. In any event this should be:

1. Within 12 month’s of the incident.
2. Or within 12 month’s of you discovering that you have a problem.

State your case clearly giving as much details as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else’s care without prior written consent (see separate section).

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made for someone else. Please ask at Reception for this.

Send any written complaint to the complaints Manager: Alison Shields.

**What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days, and aim to have looked into the matter within 1 month or as quickly as possible.

You will then receive a formal reply in writing and you may be invited to meet the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, in writing, and keep you informed as the investigation progresses.

Where your complaint concerns more than one organisation (i.e. Social Services/Hospital) we will liaise with that organisation so that you receive one co-ordinated reply. We may need your written consent to do this. Where your complaint has initially been sent to the wrong organisation, we may seek you consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to take the matter further if you remain dissatisfied with the response.

**Complaining on behalf of someone else**

We keep strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient(s) involved, we will require written consent from the actual person to confirm that they are unhappy with their treatment and that we can deal with someone else about this.

Please ask at reception for the complaints form, which contains a suitable authority form for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal direct with third party, and this depends on the wording of the authority provided.

Please put your complaint in writing and send to [www.withnellhealthcentre@nhs.net](http://www.withnellhealthcentre@nhs.net) for the attention of the Practice Manager.

You may also send your complaint to:

Withnell Health Centre

Railway Road

Withnell

PR6 8UA

**You may also use the complaint form as a template which is attached.**

**If you are dissatisfied with the outcome**

You have the right to approach the ombudsman. The contact details are:

The Parliamentary and health service ombudsman

Milbank tower

Milbank

London

SW1 4QP

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

*Or*

You may also approach Patients advice and liaison services (PALS).

They provide confidential advice and support, helping you sort out any concerns you may have about the care we provide, guiding you through the different services available:

Red Rose Court, Clayton Business Park  
Accrington (Lancashire)

BB5 5JR  
**Tel:** 0845 6015908

**Website:** [**http://www.lancashirecare.nhs.uk**](http://www.lancashirecare.nhs.uk)

*Or*

Care Quality Commissioning Services (CQC). All Doctors Practices are now registered with the CQC.

Tel: 03000 616161

Website: http://www.cqc.org.uk

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**COMPLAINT FORM**

Patients Full Name:

Address:

D.O.B:

Complaint details: (include dates, times, and names of Practice personnel, if known)

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Signed …………………………………… Print Name: …………………………………………..

Date ………………………………………

Continue overleaf if necessary

**Patient Complaint – Third Party Consent Form**

Patients Full Name:

Address:

D.O.B:

Enquirer/complainant Name:

Address:

D.O.B:

Telephone Number:

If you are complaining on behalf of a patient or your complaint or enquiry involves the medical care of a patient then the consent of the patient will be required. Please obtain the patients signed consent below:

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above.

This authority is for an indefinite period/for a limited period only (delete as appropriate).

Where a limited period applies, this authority is valid until …………………… (Insert date)

Signed …………………………………………….. (Patient)

Date ………………………………………………..