

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Bognor 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. Or under 18 year olds.

### COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a complaint 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 any of the following 3 bodies:

> Coastal West Sussex CCG Complaints tel 01903 708400.

Email [cwscg.complaints@nhs.net](mailto:cwscg.complaints@nhs.net)

The Causeway, Goring –By-Sea, West Sussex BN11 6BT

> ICAS Tel no 01892 540490

East & West Sussex Area, Grd Floor 7 Val Avenue, Tunbridge Wells, TN1 1DJ

> NHS England, PO BOX 16738, Redditch, B97 9PT tel no 0300 311 22 33

Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### 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>

## CCG, ICAS & OMBUDSMAN

### PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

Your local PALS office can be found at

> PALS/ NHS Complaints tel 0300 304 2198

Patient Advice and Liaison Service

Swandean

Arundel Road

Worthing

West Sussex BN13 3EP

### INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on [http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)

> ICAS Tel no 01892 540490

East & West Sussex Area, Grd Floor 7 Val Avenue, Tunbridge Wells, TN1 1DJ

### OMBUDSMAN

As a last resort, if you are not happy with the response from the practice, you 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 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298



# Information regarding Complaints

LET THE PRACTICE KNOW YOUR VIEWS

**PARTNER**

Dr N. Akram

PLEASE TAKE A COPY

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## LET THE PRACTICE KNOW YOUR VIEWS

Bognor 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.

**IF YOU HAVE ANY COMPLIMENTS, COMMENTS, CONCERNS, SUGGESTIONS ABOUT OUR SERVICE PLEASE LET US KNOW BY COMPLETING THE FEEDBACK FORM AND POST IN THE BOX**

### **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 the Patient Services Manager or Administration Manager 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 let us know 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 the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within a timeframe acceptable to you.. At this stage you should be offered an explanation or a meeting with the person(s) involved. 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 FORM- or you can write your complaint separately and mark it for the attention of the Practice Manager

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_

