

# MILTON HOUSE SURGERY

## PATIENT INFORMATION LEAFLET

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or about any of the staff working in this practice, please let us know.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

#### **How to complain**

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 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 of the incident)

Complaints should be addressed to:

- Ms Yvonne Martin, the Patient Services Manager, or
- the Senior Partner, Dr J Bunker for any type of complaint

Alternatively, you may ask for an appointment with either of them in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with as soon as possible. It will be a great help if you are as specific as possible about your complaint.

#### **What we shall do**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days from the date we received it from you. Some complaints may take longer than this because of absences or the need to seek information or advice from outside the surgery etc. Should this be the case, we will aim to notify you of any expected delays.

Once our investigation has been completed, we shall then be in a position to offer you an explanation, or a meeting with the people involved (if this is deemed appropriate). When we look into your complaint, we shall aim to:

- ❑ find out what happened and what went wrong; make it possible for you to discuss the problem with those concerned, where this is appropriate
- ❑ make sure you receive an apology, where this is appropriate;
- ❑ identify what we can do to make sure the problem doesn't happen again

## **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 their permission to do so. A note signed by the person concerned will be needed, unless they, because of illness, are incapable of providing this.

## **What to do if you are still not satisfied**

We hope that, if you have a problem, you will use our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact NHS England. :

### **How to contact NHS England:**

- Telephone : 0300 311 22 33
- Email to [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)
- You can also write to NHS England at:

NHS Commissioning Board  
P O Box 16738  
Redditch B97 9PT

This will direct you to a Customer Contact Centre who will deal with your concerns and agree actions to resolve them.