

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Greensands 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, you can contact any of the following 2 bodies:

HCAS - POHWER ICAS
Tel: 0845 456 1082

PALS Office at NHS England
Tel: 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>

PALS, HCAS & 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 PALS contact is NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

HEALTH COMPLAINTS AND ADVOCACY SERVICE (HCAS)

If you need help with making your complaint the Health Complaints Advocacy Service (HCAS) can provide free, impartial and independent information, advocacy and support to members of the public, wishing to make a formal complaint about the National Health Service. The HCAS provider for Bedfordshire & Hertfordshire is: **POHWER ICAS** You can contact them at POHWER, PO Box 14043, Birmingham, B6 9BL
Tel: 01582 447 109 or 0300 456 2370
Email: pohwer@pohwer.net
Web: www.pohwer.net

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Ombudsman is completely independent of the NHS and Government. You can contact the Ombudsman at: 11th Floor, Millbank Tower, Millbank, London, SW1P 4QP
Tel: 0345 015 4033 (local rate)
Email: phso.enquiries@ombudsman.org.uk
Web: www.ombudsman.org.uk

Greensands Medical Practice



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Potton	Gamlingay
Dr D M Jackson	Dr J Rayment
Dr C P Jarvis	Dr J Maddams
Dr K L May	Dr S Parhar
Dr J Albans	Dr K Neelagiri
Dr R G Pandian	

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

Greensands 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 Nicola Gauge, the Practice Manager, who will try to resolve the issue and offer you further advice on the complaint's 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. Please address all written complaints to Nicola Gauge, Practice Manager, Greensands Medical Practice, Brook End Surgery, Brook End, Potton, Sandy, Beds, SG19 2QS.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will make arrangements with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

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 to
- 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

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