

HORTON BANK TOP PRACTICE

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the practice or any staff working here, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

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. Complaints should be made:

- Within 12 months of the matter which caused the problem; or
- Within 12 months of becoming aware that you have something to complain about

You should contact or write to the Complaints Manager if you wish to raise a concern or make a formal complaint. promptly. It would be helpful if you can give us specific details of what you feel went wrong and what outcome you would like.

What we shall do

We shall acknowledge your complaint within three working days and offer to discuss with you your concerns and agree the way forward. We will investigate your complaint and aim to provide you with our findings within a time frame agreed with you.

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, if you would find this helpful;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again, in order to improve our services.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of 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.

Complaining to NHS England

If you do not feel able to raise your complaint with us or you are dissatisfied with the outcome of your complaint you can contact NHS England, although we would like you to talk to us at the practice to give us the opportunity to resolve your concerns for you in the first instance.

However, the helpline number for NHS England is 0300 311 2233,

Or you can write to

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NHS England at PO Box 16738, Redditch, B97 9PT, or email; england.contactus@nhs.net

Parliamentary Health Service Ombudsman (PHSO)

If you remain dissatisfied, you can approach the PHSO with your complaint. This should be done within 12 months of the final outcome of the practice complaints procedure. You can contact the PHSO, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 015 4033.

Independent help and support

You may also like to contact the Independent Complaints Advocacy Team (ICAT) who can offer you independent help and advice in making your complaint. The telephone number to contact is 01274 750784 or you can contact in writing at ICAT Rooms 21-29, 1st Floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT.