

South Axholme Practice

COMPLAINTS PROCEDURE

If you are dissatisfied with the service you have received from the practice, let us know. We operate a complaints procedure as part of the NHS and Social Care 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 resolved 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, as this will help us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident happening, or
- of becoming aware of the problem.

Complaints may be made orally or in writing.

Complaints made orally can be taken by any member of the practice. If your complaint cannot be resolved immediately by that person, it may be referred to the Reception or Dispensary Supervisor, depending on the nature of the complaint.

If the complaint is of a clinical nature, it must be made in writing to the Practice Manager as 'complaints manager', at the following address:

**South Axholme Practice
The Surgery
High Street
Epworth
Doncaster
DN9 1EP.**

Tel: 01427 871380

Please be as specific as possible about your complaint.

What we will do:

The Reception or Dispensary Supervisor will discuss the nature of your complaint with you. If the complaint cannot be resolved to your satisfaction not later than the next working day, the practice's formal complaints procedure will be followed. If you would like a full copy of the procedure, this can be obtained from the reception of any of our surgeries.

The complaint report will be referred to the Practice Manager for investigation. The Practice Manager will, within 3 working days of the complaint being made, contact you to acknowledge receipt of the complaint and offer to discuss the matter. Included in the discussion will be how the complaint will be handled, and the likely period for completion of the investigation and responding to you. If you do not wish to discuss the matter, the Practice will determine a specified response period and notify you in writing of that period. We will send you written acknowledgement of your complaint. You will also be provided with this patient leaflet, if you do not already have one.

Your complaint will be investigated by the practice manager and you will be provided with a written response as soon as reasonably practicable, usually within 10 working days.

If your complaint is of a clinical nature, it will be investigated by the practice Senior Partner as 'responsible person'.

When we look into your complaint, we will aim to:

- Find out what happened and what, if anything, went wrong
- What should be done to put things right
- Make sure you receive an apology if this is appropriate
- Identify what we can do to make sure the problem is not repeated

Complaining on behalf of another person

The Practice maintains strict rules regarding confidentiality. If you wish to make a complaint on behalf of another person, you will need to provide the practice with a letter of consent signed by the patient.

Your rights

We hope that if you have a problem you will let us know as soon as possible, as we believe this will give us the best chance of correcting whatever has gone wrong, and provide us with the opportunity to improve our practice.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. If you wish to contact them their details are as follows:

**NHS England
NHS Commissioning Board
PO Box 16738
REDDITCH
B97 9PT**

Tel: 0300 311 22 33

For further and more local advice you can contact:

**Patient Relations, Health House, Grange Park Lane, Willerby.
HU10 6DT
Tel: 01652 251125
Email: NLCCG.PALS@nhs.net**

Further Action

In addition, should you be dissatisfied with the result of either a practice or NHS England investigation you have the right to take your complaint to the independent Health Service Ombudsman. Their contact details are:

**Health Service Ombudsman for England
Millbank Tower
London
SW1P 4QP**

Tel: 0345 015 4033