

COMPLAINTS POLICY AND PROCEDURE

Document Owner: Havergal Surgery

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Introduction:

This policy has been created to provide guidance for patients and practice to staff in regards to managing complaints. The Surgery operates a practice complaint procedure as part of a NHS system for dealing with complaints.

The guidance specifies the monitoring requirements and the roles and responsibilities of different members of staff. All complaints are treated in the strictest confidence and making a complaint will not affect a patient's treatment or care.

Contents:

1. Practice Responsibilities (highlights roles and responsibilities of clinicians and other practice staff)
2. How to complain
3. What the Practice will do
4. Complaining on behalf of someone else
5. Further support and advice

1. Responsibilities:

- **Complaints Manager:**

The Practice complaints manager position is held by Trudy Galka (Practice Manager). Trudy is readily accessible to both the public and Practice staff. Trudy takes overall responsibility for receiving complaints, taking action to investigate and putting together a response.

- **Responsible Person:**

Dr Amrish Gor has ultimate responsibility for the complaints procedure at Havergal Surgery. Dr Gor has the overall responsibility for making sure we comply with the 2009 and 2014 regulations and also comply with the NHS complaint standards and take any necessary remedial action. Dr Gor is also

responsible for reporting externally how and what we learn from complaints and sign the final written response.

2. How to complain

If you have a complaint about the service you have received from any member of staff in this practice, please let us know. Sometimes the problem can be resolved quickly and easily by talking to the person concerned when the problem arises.

However, if your problem cannot be sorted out on the spot, and you wish to make a complaint, then it would be helpful if you could do so as soon after the event as possible, because this will enable us to establish what has happened more easily.

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 help establish what happened more easily. Complaints should be made:

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

Please complete the complaint form¹ and return to the Complaints Manager.

3. What the Practice will do

The Practice will acknowledge the complaint within 3 working days. The practice will then investigate the complaint and aim to provide a response within the agreed time frame. When we receive the details of your complaint we will take the following actions:

- Find out what happened and what went wrong
- Make it possible 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 we can do to make sure the problem doesn't happen again

The Practice complaints and system is directly monitored by the regulatory bodies and submit KO41B submissions via NHS Digital.

¹ Appendix 1

4. Complaining on behalf of someone else

Medical records are protected by the Data Protection Act 1998 and GDPR. If you are complaining on behalf of someone else, consent will have to be provided. This will ensure that patients permission has been established – please complete the ‘Third party consent form’²

5. Further support and advice

There are two services which can further support patients in making a complaint:

- NHS Complaints Advocacy can provide you with support and advocacy. You can contact NHS Complaints Advocacy by phone on 0300 330 5454 or email nhscomplaints@voiceability.org. You can also visit their website for more information - www.nhscomplaintsadvocacy.org
- There is a local service provided by the organization POhWER whom is also able to support patients. The organization can be contacted on 0300 456 2370 or email pohwer@pohwer.net. Their website is <https://www.pohwer.net/haringey>.

Alternatively, if patients feel that they cannot raise their complaint with the Practice you can approach NHS England with your complaint instead. These complaints need to be made within a year of the incident or problem. The contact details for the Complaints Department are:

Tel: 0300 311 22 33

Website: <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

Email: england.contactus@nhs.net

Address: Complaints Service, NHS England, PO Box 16728, Redditch, B97 9PT

You also have the right to take your complaint to the Health Service Ombudsman. There are time limits for taking a complaint to the Ombudsman, although the Ombudsman can waive them if it is perceived that there is good reason to do so. You can contact their helpline on 0345 015 4033 or phso.enquiries@ombudsman.org.uk

Further information is also available on the Ombudsman website. You can write to the Ombudsman at: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

² Appendix 2

Appendix 1

PATIENT COMPLAINT FORM

Section 1

Full name	
Date of Birth	
Telephone Number	
Email Address	

Section 2

Please give full details of the complaint below, including dates, times, locations and names of any practice staff (if known). Continue on a separate page if required.

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Section 3

Please note a signature is required for the complaint to be processed.

Full Name	
Signature	
Date	

Section 4

Once this form has been completed please return to the Practice Manager, Trudy Galka – please email it to nclccg.havergalsurgery@nhs.net

Appendix 2

THIRD PARTY PATIENT CONSENT COMPLAINT FORM

Section 1

Patients Full name	
Date of Birth	
Telephone Number	
Email Address	

Section 2

Third party - Full name	
Relationship to patient	
Telephone Number	
Email Address	

Section 3

DECLARATION - I hereby authorise the individual details in Section 2 to act on my behalf in making this complaint and to receive such information as it may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint may only be disclosed to those people who have consent to act on my behalf.

This authority is for an indefinite period/for a limited period only (please delete as necessary). Where a limited period applies, this authority is valid until/...../.....

Section 4

Full Name	
Signature	
Date	

Once this form has been completed please return to the Practice Manager, Trudy Galka – please email it to nlccg.havergalsurgery@nhs.net