



Dear Patient

Making A Complaint

If you have a complaint, or a concern about the treatment that you have received from this Medical Practice, you are entitled to receive an explanation. We operate an informal in-house complaints procedure, and a formal complaints procedure, which both seek to resolve complaints quickly and amicably. Please note that the informal 'in-house' complaints procedure does not affect your right to make a formal written complaint should you so wish.

The two approaches offered by the practice are as follows:

1. Discuss your complaint informally with the Practice Manager.
2. Submit your complaint formally, in writing, to the Practice Manager **OR** to the Customer Care Contact Centre (CCC)

Making an Informal Complaint

Please make an appointment to see or speak to the Practice Manager, Mr Kevan Baker, in the first instance. He will listen to your complaint and try to resolve it without the need for you to make a formal written complaint. Where appropriate, members of staff will be interviewed and statements taken in order to fully understand the nature of your complaint. In all cases the Practice Manager will endeavour to respond to your complaint within 20 working days. If having used this procedure you feel that your concerns have not been adequately addressed, you are entitled to make a formal written complaint.

Making a Formal [Written] Complaint

- **To the Practice**

If you decide to make a formal written complaint and feel it can be appropriately resolved through the practice, please complete the form, which forms part of this Complaints Pack, and submit it to the Practice Manager in the envelope provided. It would be helpful if you could submit your complaint as soon after the event as possible. Complaints will be dealt with as follows:

- Clinical Matters - Your complaint will be passed to the Senior Partner who will investigate the nature of your complaint and you will receive a formal response as quickly as practicable.
- Non-Clinical Matters – For example, that you are dissatisfied with the appointments system, or a member of the Administrative Team did not treat you fairly, or with respect, then the Practice Manager will investigate the basis of your complaint and respond to you, in writing, within 20 working days.

In all cases the person dealing with your complaint will endeavour to provide you with a formal response within 20 working days.

The Complaints process will include:-

- An agreed investigation plan with expected outcome
- Consent to share information with those involved in the investigation
- An agreed timescale of response
- A copy of the plan to confirm agreement of investigation

If you have already made a complaint to the Practice and had a response, the next stage is to either request a further response or attend a meeting with the Practice to try and achieve a resolution.

If, following a second response or meeting, a resolution has not been achieved, you can approach the Ombudsman to request that they investigate the complaint.

The Parliamentary and Health Service Ombudsman

Tel: 0345 015 4033

www.ombudsman.org.uk

Alternatively

Via the Customer Contact Centre (CCC), NHS England

If you feel that your complaint would be more appropriately dealt with by the Customer Contact Centre, please submit your complaint, in writing, to:-

NHS England, P.O. Box 16738, REDDITCH, B97 9PT or E-MAIL: england.contactus@nhs.net or telephone on: 0300 311 22 33.

Your complaint will then be investigated by the Complaints Department, who are independent of this practice, and you will receive a formal response from them following their investigation and input from the Area Team. They will explain the process of their complaints procedure and keep you informed of their progress.

Please Note:

1. The Practice must adhere to the rules of medical confidentiality. If the basis of your complaint involves discussing any confidential matters about a third party then we will only do so if the written authorisation of the person, to which the information relates, has been received by the practice.
2. None of the procedures referred to above prevents you from exercising your right to seek legal advice should you wish to proceed along those lines from the outset.

Periods of time within which complaints can be made

- The periods of time within which a complaint can be made is normally:
 - 12 months from the date on which the event / incident which is the subject of the complaint occurred; or
 - 12 months from the date on which the event / incident which is the subject of the complaint comes to the complainant's notice.

Kevan Baker

COMPLAINT FORM

Please complete this form and either hand it to one of the Reception Staff, or if you prefer to post the complaint - please address it to:

Mr Kevan Baker
Practice Manager
Wymondham Medical Partnership
Postmill Close
Wymondham
Norfolk NR18 ORF

Date of Complaint: _____

Please indicate the type of service with which you are dissatisfied

Administration

- Appointments System
- Prescriptions Service
- Staff
- Building Facilities

Clinical Treatment

Please tick the appropriate box to indicate the name of the Doctor/Nurse to which this complaint refers.

Doctor (Please state name)

Nurse (Please state name)

Please describe the nature of your complaint:
