

Eastville Medical Practice Complaints Procedure

Introduction

The Practice aims to provide a high quality service to all its patients at all times, but we recognise that there may be times when you feel dissatisfied with the service you have received from us and may wish to submit a complaint. The Practice also recognises the potential for complaints to facilitate learning and improvement within the surgery, and welcomes these opportunities to address issues and further develop the service we provide to our patients.

Making a complaint to the practice will in no way negatively affect the care or service that you receive from us.

Making a complaint

We do not make a distinction between 'formal' and 'informal' complaints. The method by which you make your complaint is at your discretion (see list below). If you would prefer an alternative process to the one listed here for investigation and response to your complaint, please make us aware of this when detailing your desired outcome (see below).

A copy of this policy and complaint form can be requested from reception, or downloaded/printed from our website (from the 'Policies' page).

Ideally a complaint should be made as soon as possible after the issue occurs, as this will enable us to establish the most accurate picture of what has taken place and more effectively address the issue.

The formal time limits for making a complaint are:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem

A complaint can be made in several different ways:

- In writing, to the Practice Manager, Angela Toumi, at Eastville Medical Practice, East Trees Health Centre, 100a Fishponds Road, Eastville, Bristol, BS5 6SA.
- In person at the practice - if you wish to provide your complaint in this way a member of staff can take down the details of your complaint and a written summary will be sent to you for confirmation that this represents your complaint accurately.
Alternatively, you can request a meeting with the Practice Manager, Angela Toumi. You will be asked for a name and contact number, and some details about what you wish to discuss with her, and you will be contacted back with some possible dates.
- By phone, to the Practice Manager, Angela Toumi - 0117 9026774. If Mrs Toumi is unable to take your call, you will be able to leave a voicemail message. As above, the details of your complaint will be summarised and sent to you for confirmation of their accuracy

If your complaint is about Mrs Toumi you can address your complaint to the GP Partners.

When making a complaint, we would appreciate the provision of the following information to ensure that we can fully and effectively investigate your complaint and provide you with a satisfactory response:

- Your name*
- Your Date of Birth*
- The address you would like us to respond to.** It would also be possible for you to come in to the practice with photographic ID to collect our response to your complaint.
- Your telephone number - we may need to contact you to gain further information as part of our investigation.
- The details of the complaint - please provide as much detail as you are able, in order that the investigation can be as effective as possible.
- The outcome you would like - we want to ensure that we provide you with a satisfactory response.

*It is possible to make an anonymous complaint if you wish. However, this will limit our abilities to investigate your complaint, and will prevent us from providing a response

**Please note that if the response to the complaint contains information relating to a specific patient's care or treatment, we will not be able to respond to an email address or a postal address different to that recorded on the patient record, because this could pose a risk to our patient's right to confidentiality and the security of their information.

Making a complaint on behalf of someone else

This Practice is bound by the rules of Patient Confidentiality. If you are not the patient, but are complaining on their behalf, we need to know that you have their permission to do so. We have a Third Party Complaint Form, which you and the patient will need to complete, unless they are incapable of doing so (because of illness or infirmity).

A complaint made on behalf of a child can only be accepted if there are reasonable grounds for the complaint being made by the individual in question and not the child. It must also be demonstrably in the best interests of the child for the complaint to be taken forward. If the practice is not satisfied that this is the case, a written note of this decision will be sent to the individual making the complaint.

If the complaint is about a deceased patient, the next of kin should make the complaint or give consent for the complaint to be made on their behalf.

Support and advice for you

If you would find it helpful to speak to someone independent of the Practice for support and advice in pursuing your complaint, you can contact the following free services:

SEAP (Support Empower Advocate Promote)

0300 3435704

bristol@seap.org.uk

www.seap.org.uk

NHS Complaints Advocacy from The Care Forum

0808 808 5252

www.thecareforum.org/pagenhs-complaints-advocacy.html

Our response

Once we have received your complaint, we will acknowledge this within 3 working days. If we have sent you a summary of a verbal complaint, we will request that you confirm that the summary accurately reflects your complaint.

We will then begin investigating your complaint. The investigation will be lead by a member of staff not involved in the detail of the complaint. Relevant members of staff will be consulted and the necessary records checked. In the course of the investigation we may need to contact you by phone and may suggest a meeting if it is felt that this would be useful to the process. We will aim to provide you with a full response within 10 working days of receipt of your complaint. If a response will take longer than this we will keep you informed.

Outcomes

When investigating and responding to a complaint, we aim to achieve the following outcomes:

- To provide you with a full explanation of our findings and, where appropriate, an apology.
- To highlight any learning points raised by the investigation.
- To describe any changes to our processes that have come about as a result of the investigation.
- To provide you with the necessary information to take your complaint further, should you remain dissatisfied.

If you raise an issue that the practice considers to be major, we will endeavour to investigate it fully even if this is not something which you request. This will be done if we feel it is in the best interests of the practice to resolve the issues you have brought forward, but we will only inform you of the results of the investigation if you would like us to.

Our ongoing approach to complaints

We will maintain an up-to-date file of all complaints received, investigations undertaken, learning identified and changes implemented, to ensure that complaints lead to positive change within the practice. This will include a review of any changes initiated, to ensure their effective implementation within the practice and its processes. We will also maintain a record of all complaints received and actioned, in order that any repetition can easily be identified and acted upon to avoid similar instances occurring again in the future.

Alternative route to making a complaint

If you do not wish to complain directly to the practice, you can make your complaint to NHS England and they will undertake the investigation. Please note, you cannot complain both to the practice and to NHS England.

NHS England,
PO Box 16738,
Redditch,
B97 9PT

england.contactus@nhs.net (please state 'For the attention of the complaints team' in the subject line)

0300 311 22 33 (Monday to Friday 8am-6pm, except Wednesdays which are from 9.30am)

Taking your complaint further

If you remain dissatisfied once you have received a response to your complaint (either from the practice or from NHS England), you can take your complaint to the Parliamentary and Health Service Ombudsman. Please note, the PHSO recommends that you make your complaint to the practice in the first instance before taking it to them.

Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London,
SW1P 4QP
phso.enquiries@ombudsman.org.uk
Customer helpline: 0345 015 4033 (Monday-Friday 8.30am-5.30pm)

For further details, or to access a complaint form, visit:
<http://www.ombudsman.org.uk/make-a-complaint>

Complaining about more than one NHS service

If your complaint involves more than one service, usually the service with the largest part in the complaint would act as the lead agency on the complaint and would co-ordinate the investigation.

Making a complaint about other NHS services

If you have a complaint or concern about the **decision making processes** used by the local Clinical Commissioning Group or the **outcomes of decisions**, you can either make a formal complaint to:

Complaints Manager
NHS Bristol Clinical Commissioning Group
South Plaza
Marlborough Street
Bristol BS1 3NX
Tel: 0117 976 6600
contactus.bccg@nhs.net

Or you can contact the Patient Advice and Liaison Service (PALS)

bnssg.pals@nhs.net
0117 947 4477 or 0800 073 0907
PALS
Suite 15, Corum 2
Corum Office Park
Crown Way, Warmley
South Gloucestershire
BS30 8FJ

The Bristol Clinical Commissioning Group (CCG) has responsibility for commissioning **hospital, mental health, community and GP out of hours services**. If you have a complaint or concern about hospital care etc you can contact either the CCG or PALS as above or the individual hospital:

North Bristol NHS Trust: Cossham and Southmead Hospitals

Advice & Complaints Team (ACT)
Beaufort House,
Beaufort Way,
Southmead Hospital,
Southmead,
Bristol BS10 5NB
Tel: 0117 414 4569 / 414 4568 / 414 4571
Fax: 0117 414 4572
Email: complaints@nbt.nhs.uk

University Hospitals Bristol: Bristol Eye Hospital, Bristol Royal Infirmary, Bristol Dental Hospital, Bristol Royal Hospital for Children, St Michael's Hospital, Bristol Haematology and Oncology Centre, Bristol Heart Institute, South Bristol Community Hospital, Bristol Homeopathic Hospital, Bristol Sexual Health Centre:

By phone on 0117 342 1050

By post to Robert Woolley, Chief Executive, University Hospitals Bristol, Turst HQ, Upper Maudlin Street, Bristol, BS1 3NU

By email: psct@uhbristol.nhs.uk

If you have a complaint or concern about a dentist, optician or pharmacy, you can either contact them directly or contact NHS England (as above).

Unreasonably Persistent Behaviour

If a patient is deemed to be persistent and/or unreasonable in the complaints they are making, then the practice will deal with this in line with the Unacceptable Behaviour and Persistent Users Policy. This could include a patient continuing to complain about an issue which has been investigated and resolved, or a patient persistently making malicious or inappropriate complaints against the practice. If the practice feels that it will be necessary to proceed with this policy, the patient will be notified of the action to be taken.

Eastville Medical Practice

Patient Complaint Form

Full Name:
Date of Birth:
Telephone Number:
Address:
Details of complaint (please include dates, times and names of practice personnel, if known):
Signed:
Print name:
Date: