

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Oakfields Health Group keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem with the service you have received, that you will use the practice complaints procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following 3 official bodies:

Independent support when making a complaint: ICA (Independent Complaints Advocacy Service)

North East ICA is an independent complaints advocacy service which provides support to assist patients, carers and relatives who wish to make a complaint. ICA support may be for example to accompany you when attending a meeting with practice staff and to discuss your concerns.

North East NHS ICA
Unit 312
DBH Gateshead
Aidan House
Sunderland Road
Gateshead NE8 3HU
Email: ica@carersfederation.co.uk
Freephone: 08088023000
Telephone: 0191 4788351
www.nenhscomplaintsadvocacy.co.uk

NHS ENGLAND

FAO The Complaints Manager
PO Box 16738, Redditch, B97 9PT
Email: england.contactus@nhs.net
Telephone: 0300 311 22 33 – Monday to Friday
8am - 6pm

NHS OMBUDSMAN

If you feel your complaint has not been resolved from our practice you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

- You can call the Ombudsman's Complaints Helpline on: 0345 015 4033

Or

- Email: phso.enquiries@ombudsman.org.uk

Or

- Textphone (Minicom): 0300 061 4298

Or

- Write to: Health Services Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Details can also be found on our website
www.oakfieldshealthcentre.co.uk



Comments & Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

Oakfields Health Group are always looking for ways to improve the service it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE

Please complete the Friends and Family Test by using:

- The kiosk in reception
- Or**
- The leaflets in reception
- Or**
- Visit our website and complete the survey online

The results are published on our practice website.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the matter cannot be resolved, please contact Catherine McBride, Business Manager who will investigate, endeavour to resolve the issue and offer further advice on the complaints procedure. If your problem cannot be settled at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- Or**
- Within 12 months of discovering that you have a problem

The Practice will acknowledge your complaint within three working days:

The Practice will:

- Write to you once the complaint has been fully investigated.
- And/Or**
- Invite you in to a meeting at a time that is suitable to both you and the practice.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

COMMENTS AND COMPLAINTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____