

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dawley Medical Practice 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 stating they are happy for you to complain on their behalf, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact:

Telford & Wrekin Patient Advisory Liaison Service (PALS) pals@sath.nhs.uk

NHS Complaints Advocacy Service on 0300 330 5454

NHS England on 0300 311 22 33

Healthwatch Telford
www.healthwatchtelfordandwrekin.co.uk

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on 03000 61 61 61, or alternatively visit the following website: <http://www.cqc.org.uk>

PALS, ICAS & OMBUDSMAN

Patient Advice and Liaison Service (PALS)

PALS is a free, informal, confidential help and advice service for everyone.

It is here to offer guidance and support and may be able to resolve any issues without the need for a formal complaint.

PALS will:

- Help you get the information you need about the NHS
- Listen and respond to your concerns, suggestions or queries
- Sort out problems quickly on your behalf in an informal and friendly manner

You can contact PALS via the following methods:

Phone: 01952 580407

Email: stw.patientservices@nhs.net

In Writing:

Patient Services Team
NHS Shropshire, Telford and Wrekin
Wellington Civic Offices, Larkin Way, Tan Bank
Wellington, Telford, TF1 1LX

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS care or treatment. You can send an email to:

england.contactus@nhs.net

OMBUDSMAN

If you are not happy with the response from this practice, you can 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 <http://www.ombudsman.org.uk>

DAWLEY MEDICAL PRACTICE

COMPLAINTS & COMMENTS LEAFLET

LET THE PRACTICE KNOW YOUR VIEWS

DR H BUFTON
DR N MURPHY
DR K LOVETT
DR A HARWOOD
DR M BEVIS

WEBB HOUSE
KING STREET
DAWLEY
TELFORD
SHROPSHIRE
TF4 2AA

TEL: 01952 630500

EMAIL: dawley.general@nhs.net

PRACTICE MANAGER: DENISE HALLETT

LET THE PRACTICE KNOW YOUR VIEWS

Dawley Medical Practice is always looking for ways to improve the services it offers to the 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 BY COMPLETING
THE COMMENTS FORM IN THIS LEAFLET**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, 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 issue cannot be resolved at this stage, please contact the Practice Manager in writing who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved 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 from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days of receipt, explain how your complaint will be investigated and what you can expect from 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

NHS England - "There is no timescale for providing a response but the regulations specify that the complainant should be updated, and informed of the reasons for the time taken, in writing if there is no response provided within six months."

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint/comment:_____

Details: _____

Signed: _____