

COQUET MEDICAL GROUP

COMPLAINTS

PROBLEMS

CONCERNS

PROBLEMS, CONCERNS AND COMPLAINTS

Practice Complaints Procedure

We follow a Practice Complaints Procedure to ensure all complaints are dealt with efficiently and effectively. However, sometimes staff or patients will highlight a “significant event”, something which has not necessarily resulted in a complaint but which is worthy of discussion in order to improve our service to you. Again, we follow an agreed policy and procedure for dealing with these situations. If you have a complaint, concern or suggestion about the service you have received from the doctors or any of the staff working in the practice, please let us know.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem,
Or
- Within 12 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs. L Scott, the Practice Manager. Alternatively you may ask for an appointment with Mrs. Scott in order to discuss your concerns. She will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint or concern.

What we shall do

We shall acknowledge your complaint usually within three working days and aim to look into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we shall aim to:

- 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 appropriate
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have his or her permission to do so. A form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England

We hope that if you have a problem, you will use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation.

NHS England
PO BOX 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

e-mail: england.contactus@nhs.net

North of Tyne Patient Advice Liaison Service (PALS)

PALS is also available to offer you free advice and guidance to services both in and outside the NHS. It aims to compliment existing services and hopes to develop a better service within the NHS by listening to you and passing on your ideas and suggestions. If you would like assistance in making a suggestion or complaint you can contact your PALS Officer on:

Free phone **0800 032 0202** between 8.30 am and 4.30 pm.

Parliamentary & Health Service Ombudsmen (PHSO)

If you still feel that your complaint is unable to be resolved locally you may then wish to contact the Parliamentary & Health Service Ombudsmen for independent help and advice regarding your complaint. Tel: **0345 015 4033**