

# CLAREMONT MEDICAL CENTRE

## PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

### HOW TO COMPLAIN

We hope that we can resolve most problems quickly and easily, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager, Alix Polley, using the Complaints Form overleaf. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible when providing us with information relating to your complaint.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

### WHAT WE WILL DO

- We will acknowledge all written complaints received in writing within 3 working days.
- Before we investigate your complaint we will contact you to agree how you would like us to deal with your complaint and establish the outcomes that you would like as a result.
- We will aim to fully investigate your complaint as soon as is reasonably possible. If we expect it to take longer than 10 working days we will explain the reason for the delay and tell you when we expect to finish.
- When we look into your complaint, we will investigate the circumstances; identify any issues related to other organisations; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure the same problem does not happen again.
- You will receive a final letter from us setting out the result of any practice investigations

### GETTING HELP

You can seek free impartial support when you are making a complaint from the local NHS Complaints Advocacy service. This is provided locally by VoiceAbility. You can contact them on 0300 330 5454 or via email [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

### TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel 0345 0154033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

