

Getting further help with your complaint

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you are dissatisfied with the result of our investigation, you may request an independent review by the LLR ICB

Corporate Governance Team
NHS Leicester,
Leicestershire & Rutland Integrated Care Board (ICB)
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester, LE3 8TB - Email: llricb-llr.enquiries@nhs.net

You may also contact PILS for advice and support

The Patient Information & Liaison Service (PILS) - UHL, is based at:

Patient Information and Liaison Service
The Firs, C/O Glenfield Hospital
Groby Road
Leicester LE3 9QP - Email: pils@uhl-tr.nhs.uk

Who provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Or

Patient Advice and Liaison Service (PALS) –
Leicestershire Partnership Trust
Tel: 0116 295 0830

Email: PALS@leicspart.nhs.uk

If you are dissatisfied with the outcome

You have the right to approach the Health Service Ombudsman

Parliamentary and Health services Ombudsman
Millbank Tower
Millbank, London. SW1P 4QP
Tel: 03450154033 - Website: www.ombudsman.org.uk

NARBOROUGH ROAD SURGERY



Narborough Road Surgery
193 Narborough Road
Leicester
LE3 0PE
Tel: 0116 2915355

Patient Information Leaflet On Practice Complaints Procedure

Practice Complaints Procedure

If you have any complaint or concern about the service you have received from the doctors or staff working for this surgery you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

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 couple of days, or at 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 six months of the incident that caused the problem or
 - Within six months of discovering that you have a problem or
- Within twelve months of the incident.

Your complaint should be addressed to **Practice Manager**, who will ensure that it is investigated thoroughly and as speedily as possible. It will be a great help if you are as specific as possible about your complaint.

Making a Complaint

Informal Complaint

As a patient you may wish to raise a concern about any aspect of your care but want to make a formal complaint.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you would like to try first. You may also want to make a complaint on behalf of someone else, provided you have their **written consent** and the practice decides this is not the case, you will be notified in writing and explanation given.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to look into and, if necessary, correct any problems that you have identified or mistake that have been made. If you make a formal complaint to the practice it will not affect your right to complain to Cannock Chase CCG or NHS England.

Formal Complaint

We aim to respond to those complaints at the time, but if you are not satisfied, then you are entitled to make a formal complaint, preferably in **writing** as soon as possible. This will help us establish what has happened more easily.

It is important that you contact us as soon as possible after the cause of the complaint. We will usually only investigate complaints that are made within 12 months of the cause of the complaints. However, the time limit can be waived if there are good reason you could not have complained sooner.

Who to address your complaint

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this or via the website.

Oral Complaint

Patient unable (or unwilling) to put their complaint in writing may make their formal complaint orally.

Where a complaint is made orally, the complaint shall be recorded and a copy of the written record given to the complainant.

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt of formal complaints **within 3 working days**, and aim to have looked into the matter within **20 working days**.

You may be invited to a meeting (at a time which suits you) with the person concerned to attempt to resolve the issue.

When looking into a complaint we attempt to see what happened and why, to see if possible for you to discuss the issue with those involved if you would like to do so.

We will advise the manner in which the complaint will be investigated and when the complaint is likely to receive a written response. We will aim to provide a written response within 20 days. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

What we shall do

We will acknowledge your complaint within three working days and aimed to have looked into your complaint within 20 working days of the date when you raised 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 sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

The complaints need to be made in writing and addressed to the Practice manager (Mrs Poonam Goyal). If complaining on behalf of some body else, a consent letter needs to be attached to the complaint letter

Someone within the surgery will then investigate your complaint. It is likely that, as a first step, the investigator will contact you directly to ensure that he/she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents.

Complaining on behalf of someone else

Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority, if you are not the patient in question.

General Feedback, Suggestions & Compliments

We welcome any suggestions or feedback which may help improve the service we provide. Feel free to speak to the Practice Manager with your suggestions and ideas.