

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about a health care related matter or service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

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 formal complaint, we would like you to let us know the details of your complaint as soon as possible - ideally, within a matter 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 12 months of the incident occurring
- Within 12 months of discovering that you have a problem.

Complaints should be addressed to our Practice Manager and her details are on this leaflet. She will explain the complaints procedure to you and will 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.

WHAT WE SHALL DO

We shall acknowledge your complaint within three working days and aim to have looked into your complaint as soon as possible. We will contact you to agree an appropriate timescale for providing you with a full, written response to your concerns. 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;
- Apologise, where this is appropriate;
- Identify what we can do to make sure the problem does 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 need to know that you have their permission to do so and their signed consent will be required, unless they are deceased, a child or incapable because of illness.

WHITNASH MEDICAL CENTRE

Drs Davis Holtby & Martin

110 Coppice Rd,

Whitnash

Warwickshire

CV31 2LT

Tel: 01926 316711

Fax: 01926 427260

www.whitnashmc.co.uk

Practice Complaints Procedure

JOINT WORKING

If your complaint concerns more than one organisation, we will need your consent to contact them so that we can work together to provide you with a co-ordinated response to your concerns.

UNRESOLVED COMPLAINTS

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.

At the practice we are always happy to meet with you to discuss any remaining concerns you may have. However, you may prefer such a meeting to be held through the conciliation process. The services of a lay conciliator are available through the complaints department at NHS Warwickshire. You may also contact NHS Warwickshire if you feel you cannot raise your complaint directly with us and their contact details are below:

CONTACT DETAILS:

Michelle Hart - Practice Manager

Whitnash Medical Centre

Tel: 01926 316711

Email: michelle.hart@whitnashmc.nhs.uk

Complaints Department

NHS Warwickshire

Westgate House

Warwick

CV34 4DE

Tel: 01926 493491

Email: complaints@swarkpct.nhs.uk

If we are unable to resolve your complaint locally or you are dissatisfied with the outcome, you can seek an Independent Review, contacts details below:

The Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk