

**COPSEWOOD MEDICAL CENTRE
95 MOMUS BOULEVARD
COVENTRY
CV2 5NB**

**TEL: 024 7645 7497
FAX: 024 7663 6395**

PRACTICE COMPLAINTS PROCEDURE

September 2010

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We welcome comments about our practice and the health service we provide our patients. Where criticism is made we will respond to the complainant and, where necessary, put right what was wrong. This leaflet explains how our complaint system operates.

WHO CAN COMPLAIN?

Anyone who is registered as a patient at our practice or who has received treatment from us. If you are unable to complain yourself you can ask someone else – a relative or friend - to make the complaint for you but we do need your consent in writing as we have a duty to protect the confidentiality of any information we hold about patients in line with the Data Protection Act.

You can also complain on behalf of a patient where a patient has died, is very young or is unable to complain themselves or give consent because of physical or mental incapacity.

When a patient has died or is incapable, a relative or other suitable person may act as their representative.

WHEN CAN I COMPLAIN?

It is important to make your complaint as soon as possible after the event you wish to complain about has happened.

Normally, it will only be possible to investigate a complaint if it is made:

- within 12 months of the event or
- within 12 months of you realising you have something to complain about.

HOW DO I MAKE A COMPLAINT?

Wherever possible you should try and speak to someone about your complaint as soon as the event occurs.

You don't have to write down your complaint. You can just speak to or telephone a member of staff but it would be helpful for everyone if you can write things down. If you do make a written complaint, it will not be filed in your medical records.

Staff will try to sort out the problem straight away, however if this is not possible your complaint will be logged and an investigation will be carried out. This is called Local Resolution.

If you wish to make a complaint contact our Complaint's Administrator, Jane Hammond who will explain the complaint's procedure to you and will ensure that your concerns are dealt with promptly. Alternatively you can contact the Practice Manager, Brenda Stuart.

WHAT WILL HAPPEN WHEN I COMPLAIN?

If you make a complaint we will aim to:

- acknowledge your complaint within 3 working days
- offer you the opportunity to discuss how your complaint will be handled

- we will always aim to respond to your complaint within 25 working days
- keep you informed of progress if we cannot meet this timescale.

You can, at any time, ask to meet with us or you may be offered a meeting to discuss your concerns.

If you would prefer to speak to someone who is not directly involved in your case you can contact:

- The Complaints Department at NHS Coventry on 024 7624 6125
- The Patient Advice and Liaison Service (PALS) NHS Coventry on: 024 7624 6002. PALS is a service for patients, carers and relatives. It provides confidential, on the spot help and offers advice and information to deal with enquiries, concerns or problems you have about your local NHS.
- The Independent Complaints Advocacy Service (ICAS) on 0845 337 3056 ICAS is a service of POhWER the Advocacy Agency, which is independent and offers free confidential help and support to make a complaint about a local NHS Service.

WHAT CAN'T BE DEALT WITH UNDER THE NHS COMPLAINTS PROCEDURE?

- a complaint which has already been investigated
- complaints that were first made orally and which were resolved to the complainant's satisfaction within one working day
- complaints about the same subject matter as a complaint that has previously been made and resolved

- a complaint which has been or is being investigated by the Health Service Ombudsman

WHAT IF LOCAL RESOLUTION DOESN'T WORK?

If you are still unhappy after the NHS Complaints Procedure has been completed you can ask the Office of the Health Service Ombudsman to look at your case. They are completely independent of the NHS and the Government. If you want advice as to whether to ask them to investigate you can write to or telephone their office. See contact details below.

The Ombudsman is not obliged to investigate every complaint put to them, and they will not generally take on a case which has not first been through the NHS Procedure or a case which is being dealt with through the courts.

COMPLIMENTS

If you are pleased with the service we have provided please tell us. Staff always welcome comments from patients who have been satisfied with the care and service they have received. Compliments will be used to highlight good practice and will be communicated to the practice team so that others may benefit.

USEFULL ADDRESSES AND TELEPHONE NUMBERS

Mrs Karen Railton, Assistant Chief Executive (Complaints Manager)
 NHS Coventry
 Christchurch House
 Greyfriars Lane
 Coventry CV1 5GQ
 Tel: 024 7624 6011

Complaints Officer: 024 7624 6125

Complaints Manager

University Hospitals Coventry and Warwickshire
 NHS Trust
 Clifford Bridge Road
 Coventry CV2 2DX
 Tel: 024 7696 4000

The Health Service Ombudsman for England

Millbank Tower
 Millbank
 London SW1P 4QP
 Tel: 0845 015 4033

Patient Advice and Liaison Service (PALS)

NHS Coventry
 Christchurch House
 Greyfriars Lane
 Coventry CV1 5GQ
 Tel: 024 7624 6002

Independent Complaints Advocacy Service (ICAS)

POhWER
 County Buildings
 St Marys Street
 Worcester
 WR1 1LT
 Helpline: 0845 337 3056
 Email: pohwericas@pohweicas.net

