HEDINGHAM MEDICAL CENTRE

Document Name:	**PRACTICE POLICY ON COMPLIMENTS, COMMENTS, CONCERNS & COMPLAINTS**
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COMPLIMENTS, COMMENTS, CONCERNS & COMPLAINTS

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. You may fill in the Friends and Family test online at our website.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

We would encourage you in the first instance to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or manager. If you feel that you need to make a formal complaint, please put it in writing addressed to:

The Patient Services Manager, Hedingham Medical Centre, 10 Falcon Square, Hedingham, Essex, CO9 3BY. This address applies for complaints concerning any of our three sites.

You can post it, drop it in at reception or email it to: meccg.hedinghamlistens@nhs.net

We will ensure that your complaint is investigated thoroughly and as speedily as possible.
We will endeavour to resolve verbal complaints on the same day.
You will receive an acknowledgment of your written complaint within three working days.
We aim to complete any investigations and report back to you within ten days of receipt of your complaint, although, in some cases, more time may be required.

A copy of our complaint form is available for your use. You can pick it up from reception or download it from our website www.hedmed.co.uk on the Complaints and Compliments page under the patient Information tab. www.hedmed.co.uk/patient-info/complaints-compliments/

You do not have to use it if you prefer to set out your complaint in your own way or discuss it in person. Please ask if you require assistance in filling out this form and any member of staff will be pleased to help.

Your complaint will then be investigated by the Patient Services Manager at the practice. This person may contact you to ensure that your complaint is fully understood before conducting an investigation. Once this has been completed it will be discussed fully with you. Please note that the Practice Complaints System does not deal with matters of legal liability or compensation.

Members of the public can complain to the healthcare provider: this is the organisation where they received the NHS service, for example a GP surgery or dental surgery.

Members of the public can complain to the commissioner of the service: this is the organisation that paid for the service or care received.

If members of the public want to make a complaint about primary care services to the commissioner, they should contact Mid and South Essex Integrated Care Board.

The contact details are as follows:

Telephone:	01268 594444 or 01268 594350
E-mail:	mseicb.complaints@nhs.net
Writing to us at:	Mid and South Essex Integrated Care System · Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3HG

If members of the public want to make a complaint directly to the provider of the primary care service, you still can.

If you are not happy with our response to your complaint you can also complain to the Parliamentary and Health Service Ombudsman. You can get more information about them from www.ombudsman.org.uk. You can contact them on the Complaints Helpline on 0345 015 4033, by email at phso.enquiries@ombudsman.org.uk or in writing at
The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

COMPLAINING ON BEHALF OF SOMEONE ELSE

We are governed by strict rules of confidentiality and therefore not always able to discuss with a third party without that persons written consent. Our complaint form has a section on it for you to obtain their consent. You must return this form, signed by the patient, to us. The form is available to download from our website or can be collected from reception.

"INFORMATION FOR PATIENTS" POSTER

see next page

HEDINGHAM MEDICAL CENTRE

PATIENT FEEDBACK

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. You may fill in the Friends and Family test online at our website.

1 We would encourage you in the first instance to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or manager. We will endeavour to resolve verbal complaints on the same day.

2 If you feel that you need to make a formal complaint, please put it in writing addressed to: The Patient Services Manager, Hedingham Medical Centre, 10 Falcon Square, Castle Hedingham, Essex, CO9 3BY. This address applies for complaints concerning any of our three sites.

3 If the complaint is received in writing, an acknowledgement will be sent to you within three days of receipt. You can be assured that your complaint will be investigated. You will be kept informed of the progress of the investigation.

4 We will ensure that your complaint is investigated thoroughly and as speedily as possible. We aim to complete any investigations and report back to you within ten days of receipt of your complaint, although, in some cases, more time may be required.

5 If it is agreed that there were grounds for complaint, we will endeavour to make improvements based upon your experience.

6 If you are not satisfied with the outcome of the investigation and action, you are entitled to take your complaint further to the Health Service Ombudsman to investigate. The email address is phso.enquiries@ombudsman.org.uk The postal address is: The Parliamentary & Health Service Ombudsman, Milbank Tower, Milbank, London, SW1P 4QP. Telephone: 0345 0154033. Website: www.ombudsman.org.uk

7 If you are complaining on behalf of someone else, we need to know for the sake of their confidentiality, that you have their permission to do so. Usually you will need their written authority to pursue the matter on their behalf, unless of course they are too ill to provide this. Our complaint form has a section on it for you to obtain their consent. You must return this form, signed by the patient, to us.
The form is available to download from our website www.hedmed.co.uk or can be collected from reception