

LINGWELL CROFT SURGERY

PATIENT COMPLIMENT/ COMPLAINT FORM

If you have a compliment or complaint /concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know.

We welcome feedback from good experiences as well as bad, although we realise that people usually only make comments about bad experiences.

We operate a practice complaints procedure as part of an NHS complaints system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, 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 matter of 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 either address your complaint in writing to the Practice Manager (you can use the attached form); or you can complain verbally to a member of staff who will ensure that it is passed onto the practice manager. 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.

You can alternatively choose to complain to:

NHS England

Customer contact centre

PO Box B97 9PT

Email: England.contactus@nhs.net

Tel: 0300 311 2233

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 (3rd party consent form is at the bottom of this page), unless they are incapable (because of illness or infirmity) of providing this. Parents may complain on behalf of children under the age of 16.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer 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; 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 any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

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

PATIENT THIRD-PARTY CONSENT FORM

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR INQUIRY INVOLVES THE MEDICAL CARE OF ANOTHER PATIENT THEN THE CONSENT OF THAT PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my doctor releasing information to and discussing my care and medical records with the person named above in relation to this complaint and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: (Patient only)

Date: