



# Park View Surgery Complaints Procedure

*Park View Surgery strives to deliver high quality patient care at all times and in all areas of patient contact, however there may be instances where in spite of our efforts the patient (or their nominated representative) is unhappy with the service received.*

## **Making a Complaint**

Our patients (or their nominated representatives) have the right to complain about any aspect of our service with which they are unsatisfied. We hope you will never have cause for serious complaint but, if you do, our complaints procedure is aimed at a local and mutual satisfactory resolution of problems.

## **Who can complain?**

Patients, former patients, relatives, carers or someone affected by the action, omission or decision of individuals working at the practice may make a complaint.

When a complaint is made on behalf of a child or patient incapable of making the complaint themselves, the complaint must be in the best interests of the patient, and there must be reasonable grounds for someone other than the patient making the complaint.

## **Types of complaint**

Complaints may be informal or formal and be presented verbally or in writing. If a patient is unable to communicate orally or in writing, arrangements may be made to facilitate giving the complaint.

## **Informal Complaints**

As a patient, relative or carer, you may wish to raise a concern about any aspect of your care but do not want to make a 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.

You may also make a complaint on behalf of someone else, provided you have their consent and the practice is satisfied you are acting in their best interests. If the practice decides this is not the case, you will be notified in writing and an explanation given.

We are not able to deal with questions of legal liability or compensation. We hope you will allow us to investigate and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you make a formal complaint to the practice it will not affect your right to complain elsewhere.

## **Formal Complaints**

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 complaint**. However, the time limit can be waived if there are good reasons you could not have complained sooner.

Please put your complaint in writing addressed to: Practice Manager, Park View Surgery, Haverflatts Lane, Milnthorpe, Cumbria, LA7 7PS

## **Verbal Complaints**

Patients unable or unwilling to put their complaint in writing may make their formal complaint orally. Where a complaint is made verbally, the person taking the details of your complaint will ask you if you want a written response.

## **Practice Response**

We will acknowledge the complaint within **3 working days** of receipt orally or in writing. When acknowledging the complaint, we will offer to meet with you to discuss the complaint, (dependant on Covid-19 restrictions) at a time to suit you if this is appropriate.

We will advise the manner in which the complaint will be investigated, the likely timescale for this investigation and when the complainant is likely to receive a written response. If you do not want to meet for a discussion then we will determine the response time and notify you in writing. We will aim to provide a complete written response **within 28 days**. We will let you know if it is likely to be longer than this, and keep you updated with the progress of your complaint.

The written response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect you. It will confirm any actions that need to be taken as a consequence of the complaint.

## **Investigations**

The Practice Manager will discuss the complaint with the implicated person(s). If the complaint is against the Practice Manager, then the complaint will be referred to a Partner for investigation. The complainant will be invited to discuss the complaint in person (they may be accompanied at this meeting). If appropriate and with prior consent from the complainant, the implicated person(s) can be present at that meeting. Minutes will be taken and the response time agreed (maximum of 6 months).

## **Response**

The full response to the complainant, signed by Practice Manager and/or GP Partner will include:

- An explanation of how the complaint was considered
- The conclusions reached and any remedial action needed
- Confirmation as to whether the practice is satisfied that any action has been taken or will be taken.

If it is not possible to send the complainant a response in the agreed period we will write to the complainant explaining why, and respond as soon as reasonably practicable.

It is sincerely hoped that any complaint about the Practice can be dealt with within the Practice. If resolution has not been reached, you have the right to take the complaint to any of the following organisations:

The **Independent Complaints Advocacy Service (ICAS)** in Carlisle

Tel: 0808 802 3000

**NHS Improvement**, PO Box 16738, Redditch, B97 9PT

Website: [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us)

e-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Phone: 0300 311 22 33 (Mon to Fri 8am to 6pm)

**The Parliamentary & Health Service Ombudsman for England**

Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 015 4033

[www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)