

COMPLAINING ON BEHALF OF

SOMEONE ELSE

Please note that Rowlands Road Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice team hope that if you have a problem you will use the Practice complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact.

Birmingham Cross City Clinical Commissioning Group-
Ground Floor, CIBA Building, 146 Hagley Road, Edgbaston, Birmingham. B16 9NX

Phone: 0121 255 0524

Contacting the CQC

If you have a genuine concern about a staff member or regulated activity carried on by this practice then you can contact the Care Quality Commission on 03000 616161, alternatively visit the following website: www.cqc.org.uk

Complaining to the health authority

Customer contact Centre

Tel: 0300 311 2233

NHS England

PO Box 16738

Redditch

Worcestershire

B97 9PT

Email: England.contactus@nhs.net

As a last resort, if you are not happy with the response from this practice, or the clinical commissioning group you can refer your complaint to the parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The complaint's department
Parlimetray and health service ombudsman
Millbank Tower
Millbank
Londin
SW1P 4QP

Helpline on 0345 015 4033
www.ombudsman.org.uk
Email: phsco.enquiries@ombudsman.org.uk
Text phone (Minicom): 0300 061 4298

You have the right to make a complaint about any aspect of NHS care, treatment or services, and this is firmly written into the NHS Constitution.

Other ways to feed back

The Friends and Family Test (FFT) is available for a number of NHS services, including hospitals, GP practices and mental health services. The FFT is an anonymous and quick way for you to provide feedback about the service provided to you. Please ask at reception of a FFT Form.

There are other more in-depth national survey programmes you might be invited to take part in to find out about your experience of the NHS. The Patient Reported Outcome Measures (PROMs) questionnaire is just one example. PROMs invites patients who've recently had a hip or knee replacement, varicose vein surgery, or groin hernia surgery to give feedback on the care they received.

The NHS choices website invites you to comment, feed back, or even rate NHS services or facilities. On this website you can comment on health and social care services in England. Simply use the Services near you tool and select a service. You can either leave an overall star rating or post a review for other patients to see. Please visit our NHS Choices website to leave a review.

Rowlands Road Surgery
15 Rowlands Road
Yardley
Birmingham
B26 1AT

COMPLAINTS & COMMENTS LEAFLET

LET THE PRACTICE KNOW YOUR VIEWS

Please take copy

(Revised 16.08.2019)

LET THE PRACTICE KNOW YOUR VIEWS

Rowlands Road Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you the practice can continue to build and improve upon the service it offers.

We welcome comments from our patients as this helps us to improve our services. The practice manager is the complaint manager for Rowlands Road Surgery.

TELL US ABOUT OUR SERVICES BY COMPLETING THE COMMENTS FROM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you want to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make formal complaint please let us know as soon possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
OR
Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to provide you with a full written response within two months of the date you raised with us. If you are unhappy with the response you will either be offered a further explanation or a meeting with the person (s) involved. When the practice looks into your complaint aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINT AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of Complaint/ comment: _____

Details: _____

Signed: _____