**Raising a concern – Information leaflet for patients and/or their representatives.**

**Complaints**

We hope that you will be satisfied with the service that you receive from the practice. If you do have a complaint or concern about the service you received from the doctor or any member of the practice staff, please let us know. We operate an informal in-house procedure to deal with your complaints and wherever possible we hope that we can resolve any complaint in the practice.

**How to Complain**

We hope that the problem can be dealt with easily and quickly at the time it arises. If your problem cannot be dealt with in this way and you wish to make a formal complaint, we would ask you to let us know as soon as possible, ideally within a few days or if this is not possible let us have the details of your complaint:

1. within 12 months of the incident that caused the concern;
2. within 12 months of discovering that you have a concern, provided this is within 12 months of the incident.

Please speak with or write to our Practice Manager or your doctor/clinician who will ensure that your concern is investigated thoroughly and as speedily as possible. You can also complete the feedback form below and send this in.

All complaints are kept separate from your medical records.

**What happens next**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 4 weeks although occasionally more time is required. We will then hopefully be in a position to offer you an explanation, or a meeting with the people involved if you so wish. When we look into a complaint, we shall aim to:

1. find out what happened and what went wrong
2. make sure you receive an apology, if appropriate
3. identify what we can do to make sure the problem does not happen again.

**Complaining on behalf of someone else**

The practice must ensure strict adherence to the rule of medical confidentiality. We must receive written consent from the patient for you to proceed on their behalf.

**If you are not satisfied with the outcome**

If you are not satisfied with the outcome of our investigations then you have the right to contact The Parliamentary Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. 03450154033.

# Patient Feedback Form

**Complaint \_\_\_\_\_\_\_ Concern\_\_\_\_\_\_ (please tick)**

**SECTION 1: PATIENT DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| Surname |  | Title |  |
| Forename |  | |  | | --- | | Address | |  | |  |
| Date of birth |  |
| Telephone no. |  | Postcode |  |

**SECTION 2: COMPLAINT DETAILS**

Please give full details of the complaint below including dates, times, locations and names of any organisation staff (if known). Continue on a separate page if required.

|  |
| --- |
|  |

**SECTION 3: WHAT WOULD YOU LIKE TO HAPPEN?**

|  |
| --- |
|  |

**SECTION 4: SIGNATURE**

|  |  |  |  |
| --- | --- | --- | --- |
| Surname & initials |  | Title |  |
| Signature |  | Date |  |

Please send completed forms to email - [streetlanepractice@nhs.net](mailto:streetlanepractice@nhs.net) and mark for the attention of Practice Manager.