COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Eleanor Cross Healthcare 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 management 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:

NHS England: 0300 311 2233

CONTACTING THE CARE QUALITY COMMISSION

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 o3000 616161, or alternatively visit the following website: http://www.cqc.orq.uk

PALS, ICAS & OMBUDSMAN

PATIENT ADVICE and LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on the web by searching:

<u>Find patient advice and liaison services (PALS) - NHS (www.nhs.uk)</u>

Telephone number: 03000 273708

NHS INDEPENDENT COMPLAINTS ADVOCACY SERVICE

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on the web by searching:

www.pohwer.net

Telephone number: 03004 562370

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

Eleanor Cross Healthcare

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIFWS

PARTNERS

Dr Carolyn Perryer
Mr Mark Leonard
Dr Marina Alexander-Sefre
Dr Anitha Chadalavada
Dr Jamie Green
Dr Oluwatoyosi Adeniji
Dr Anna Vanina
Dr Thara Thomas
Mr Nilesh Kumar

Please Take a Copy

June 2023

LET THE PRACTICE KNOW YOUR VIEWS

Eleanor Cross Healthcare is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to 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 can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted 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 Miss Tracy Crawford for issues regarding reception and appointments, or Mrs. Dana Ball who will try to resolve the issue and offer you further advice regarding the complaints procedure. You may complain verbally, electronically or in writing. All GP complaints need to be in writing. If the issue is still not resolved you can complain direct to other bodies advertised in this leaflet.

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 have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it 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

COMPLAINTS AND COMMENTS FORM

Name:
Address:
Telephone:
Date of complaint / comment:
Details:
-

Signed: