

The Park Medical Centre

Complaints- Information Leaflets

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint.

Practice Complaints Procedures

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

How to complain

We hope that most problems can be resolved easily and quickly, often at the time they arise, and with the person concerned. If your problem cannot be sorted out this way, you wish to make a complaint, please ask to speak to the reception supervisor or any of the doctors.

Time Limits for making complaints

We would like you to let us know as soon as possible- ideally within a matter of days, or at most a few weeks- because this will enable us to establish what happens more easily. If it is not possible to do that, please let us have details of your complaint:

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

What will happen

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when the complaint was raised with us. We shall then be in a position to offer you an explanation or a meeting with the people involved.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person concerned, unless they are incapable (because of illness) of providing this.

We hope that if you have a problem you will use our practice complaints procedures. We believe this will give us the best chance of putting right whatever has gone wrong along with an opportunity to improve our practice. This does not affect your right to take your

complaint further; either if you feel you cannot raise your complaint with us, or are dissatisfied with the result of our investigation. You can contact:

Email address England.contactus@nhs.net or

telephone 0300 311 2233 or an independent advocacy serviced which is POWHER on 0300 456 2370 email address powher@powher.net.

If you are still not happy with the outcome you can contact:

Parliament and health service ombudsman on 0345 015 4033

This should be done within 2 months.