

# **PARKLANDS SURGERY**

## **COMPLAINTS & COMMENTS LEAFLET**

### **PARTNERS**

Dr Aninda Biswas

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Dr Thara Thomas

Dr Swati Negi

Dr Fatima Shamim

## **LET THE PRACTICE KNOW YOUR VIEWS**

Parklands Surgery aims to provide the highest level of care for all our patients. We are always willing to hear if there is any way that you think we can improve the service we provide. 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.

### **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 Mrs Mandy Hack, our Practice Manager, by telephone, 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 a formal complaint, please let us know as soon as 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 12 months of the incident that caused the problem

**OR**

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days, advising the timescale of when you may expect to receive a determined and formal response in writing. If the matter is likely to take longer than anticipated we will let you know and keep you informed as the investigation progresses.

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The Practice may offer a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint, we attempt to see what happened and why, to see if we can learn from this. We aim 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

Where your complaint involves more than one organisation, we will liaise with that organisation so that you received one co-ordinated reply. We may need your consent to do this and where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## **PALS, ICAS & OMBUDSMAN**

### **PATIENT ADVISORY 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 **PALS Team on 01536 452070**

[https://www.nhs.uk/Service-Search/other-services/Patient%20advice%20and%20liaison%20services%20\(PALS\)/LocationSearch/363](https://www.nhs.uk/Service-Search/other-services/Patient%20advice%20and%20liaison%20services%20(PALS)/LocationSearch/363)

### **NHS COMPLAINTS ADVOCACY**

NHS complaints advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS Service and you want to complain. It's independent of the NHS, confidential and free.

Tel: 0300 330 5454 (Textphone 0786 002 2939)

Email: [nhscomplaintsadvocay.org](mailto:nhscomplaintsadvocay.org).

NHS Complaints Advocacy Northamptonshire, Dodderidge Centre, 109 St James Road, Northampton, NN5 5LD

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## **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, you can contact:

NHS England: tel: 0300 311 22 33, Monday to Friday 9am to 6pm, excluding bank holidays. Or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) marked for the attention of the Complaints Manager in the subject line or by post to NHS England, PO Box 167738, Redditch, B97 9PT.

### **OMBUDSMAN**

If you are not happy with the response to your complaint 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

### **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 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

### **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Parklands 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. We will contact the patient to sign a consent form, unless they are incapable of providing this due to illness or disability.