

## **PATIENT COMPLAINT LEAFLET**

### **Patient Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

### **How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, 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 happened more easily. If it is not possible to do that, please let us have details of your complaint.

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem

### **Ways to Complain**

- In writing addressed to Sharon Cooksey, Practice Manager via the practice address:  
Churchview Surgery  
239 Halesowen Road  
Cradley Heath  
West Midlands  
B64 6JE
- Via the online complaints form available from the practice website:  
[www.churchviewsurgerycradleyheath.co.uk](http://www.churchviewsurgerycradleyheath.co.uk)
- Verbally via the telephone on 01384566929 (please note for complicated complaints you may be asked to put this in writing)
- Email via the generic email address: [reception.churchview@nhs.net](mailto:reception.churchview@nhs.net) (please note you will be asked to complete a consent form before investigation commences. On line form available via the practice website)
- Alternatively, you may ask for an appointment with Mrs Cooksey in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **What We Shall Do**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. However, this may take longer depending on the nature of the complaint and its complexity. Unavoidable delays may also occur in the event of a clinician being absent due to holiday or illness, if they

are required to contribute to the response. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible 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 we can do to make sure the problem does not happen again and carry out a risk assessment to determine the seriousness of the complaint.

### **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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. In these cases consent will be required from the patient's representative/next of kin.

### **Black Country Integrated Care Board**

Telephone: 0300 0120 281

Email: [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)

In writing: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Please see the Black Country ICB Compliments, concerns and complaints leaflet [here](#): [Layout 1 \(blackcountryics.org.uk\)](http://blackcountryics.org.uk)

### **Not Satisfied with the Local Resolution**

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This does not affect your right to approach the PHSO (Parliamentary and Health Services Ombudsman) if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If this is the case you should contact the PHSO for further advice.

### **Parliamentary and Health Services Ombudsman**

The PHSO carry out independent investigations into complaints about UK government departments and their agencies, and the NHS in England.

If you are still dissatisfied after the NHS Complaints Procedure has been completed you can ask the Health Service Ombudsman to investigate your case. You can contact the Health Service Ombudsman on the address below:

The Parliamentary and Health Service Ombudsman  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP.

Helpline – 0345 015 4033

You can visit the PHSO at: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Ombudsman is completely independent both of the NHS and the Government, but will not normally take up complaints that have not been through the NHS Complaints Procedure first.

### **Local Independent Complaints Advisory Service (ICAS)**

ICAS supports patients and their carers who wish to pursue a complaint about any NHS treatment or care. You can contact your local office on:

Telephone number: 0845 120 3748 (Birmingham and Black Country)

**I should advise you that the NHS Complaints Procedure does not deal with the matter of compensation. Any legal proceedings would bring the NHS Complaints Procedure to a close.**

*Other leaflets available upon request:*

*How do I give feedback or make a complaint about an NHS service?*

If you would like a copy of this complaints leaflet in any other language please ask the receptionist who will try and arrange this for you.