



WHITSTABLE MEDICAL PRACTICE

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 the NHS system for dealing with complaints. Our complaints system meets national criteria.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

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.

Complaints should be addressed to Mrs Joanne Jack, Patient Safety and Quality Manger, or any of the doctors. Alternatively, you may ask for an appointment with Mrs Jack 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 10 working days of the date when you raised it with us. 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.

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.

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.

Independent Review

If a patient is left unhappy with the Practitioner's or community services response, and if conciliation is not appropriate or has not been successful, they have the right to ask for an independent review of their complaint. Please write to:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 3112233
Email: england.contactus@nhs.net

SEAP are an independent Advocacy Service who are available to support patients and represent their views when making a complaint – they can accompany them to meetings to discuss their complaints and they can provide support or, if necessary, interpretation.

SEAP
7th Floor, Cavendish House
Breeds Place
Hastings
TN34 3AA
Tel: 0330 440 9000
Email: infor@seap.org.uk

If a patient remains dissatisfied with the response from the Practice or NHS England then they have the right to refer their complaint to the Health Service Ombudsman:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Responsible for review: Patient Safety and Quality Manager