

## 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 a 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 formal 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.

Written complaints should be addressed to the Practice Manager or Dr K O'Malley or if you prefer any of the doctors. In addition, suggestions, concerns and complaints can also be submitted via our Practice website:

[www.stpeterssurgery.com/contact\\_dlg1.aspx](http://www.stpeterssurgery.com/contact_dlg1.aspx)

Alternatively, you may ask for an appointment with Dr O'Malley or the Practice Business Manager in order to discuss your concerns. They 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 will do

We will acknowledge your complaint within two working days from the date when you raised it with us and aim to have looked into your complaint within ten working days from the date of our acknowledgement letter or provide an explanation of why this has not been possible and what is happening. Once we have fully investigated your complaint we should then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we 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 doesn't happen again.
- provide you with the contact details to take your complaint further if you feel we can't resolve your concerns locally

## 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 note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## Staff complaints about patients

Staff members have the same rights as patients. If a member of staff feels the need to complain about a patient, he or she fills in a report sheet and explains the detail to the Practice manager, who will discuss it with the patient's usual doctor.

In the past we have found it sufficient to write to the patient and bring the matter to their attention.

*Please note: Only in exceptional cases (i.e. violent / aggressive and or threatening behaviour) would we either remove a patient from our list, or consider dismissing a member of staff.*

## Taking it further if you are not happy with the practice response;

We hope that, if you have a problem, you will feel able to use our practice complaints procedure in the first instance. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the NHS directly, if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation.

You should contact NHS England (details below) for further advice.

Telephone: 0300 311 2233

NHS England  
PO Box 16738, Redditch, B97 9PT.  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Please Note:** This is a national Patient Call Centre where calls will be triaged and if further investigations are required, they will be followed up by a case manager linking with local staff.

The NHS Constitution sets out your rights as a patient, and explains the commitments the NHS has made to providing you with a high-quality service. Organisations providing NHS care must take account of the NHS Constitution when treating you, so you may

find it helpful to refer to it if you are thinking about making a complaint. Go to

[The NHS Constitution](#)

## Not Satisfied with our Response?

If you are still not happy with the response provided, you can ask the independent Parliamentary and Health Service Ombudsman to look at your complaint.

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London, SW1P 4QP.  
Phone: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Useful contact details

To find the contact details for your local Healthwatch, see [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or call Healthwatch England on 03000 683 000  
Citizens Advice Phone: 03444 111 444  
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Walsall Hospital Trusts  
PALS phone: 01922 656463  
[OfficersP@walsalhospitals.nhs.uk](mailto:OfficersP@walsalhospitals.nhs.uk)



**PATIENT INFORMATION  
LEAFLET**

[www.stpeterssurgery.com](http://www.stpeterssurgery.com)