

OAKENHALL MEDICAL PRACTICE

Patient Information Leaflet – Comments, Complaints and Suggestions.

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. We offer a practice-based complaints procedure to deal with comments, suggestions, or complaints about the services we offer.

Our aim is to deal with problems that may occur swiftly and properly, but there may be times when you feel that this has not happened. This information sheet explains what to do if you have a complaint about any of the services, we provide for you.

How to make a complaint

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 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.

Your complaint should be in writing to Lisa Ellison (Practice Manager) and must contain your contact details, dates, time and names of personnel involved (where known). **A form has been attached for your convenience or email: nnicb-nn.c84095@nhs.net**

- **Complaining on behalf of someone else:** If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be required, unless they are incapable (because of illness or infirmity) of providing this. **A form has been attached for your convenience.**

What we shall do

- We aim to acknowledge your complaint within 4 working days
- We shall aim to investigate and provide a written response to your complaint within 20 working days of receipt where possible.
- Where the investigation is still in progress, we will write to the complainant explaining the reason for the delay and supply a full response when a conclusion has been reached.
- When we look into your complaint, we aim to:
 - Find out what happened and what went wrong
 - Identify how we may improve our service to stop this problem from occurring again
 - Make sure you receive an apology, where this is appropriate
 - Make it possible for you to discuss the problem with those concerned, if you would like this.

What you can do next

However if you remain dissatisfied with this response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review how the complaint has been handled. This should be done within 12 months from receipt of the final response letter relating to the original complaint.

The Parliamentary and Health Service Ombudsman	Millbank Tower, Millbank, London, @SW1P 4QP Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk Website: www.ombudsman.org.uk
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Alternative route to making a complaint

If you would prefer not to ask the Practice to deal with your complaint you can make your complaint directly to the Patient Experience Team for Nottingham and Nottinghamshire Integrated Care Board and they will undertake the investigation. Please note, you cannot complain both to the practice and to Nottingham and Nottinghamshire Integrated Care Board.

Patient Experient Team for Nottingham and Nottinghamshire Integrated Care Board	Email: nnicb-nn.patientexperience@nhs.net Telephone: 0115 8839570 Post: Patient Experience Team Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham NG5 6LU
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Help and Support

You can also get help and support on making a complaint from:

- The Patient Advice and Liaison Service (PALS). PALS aims to provide patients, carers, families and staff with information, advice and support on local NHS services in Nottinghamshire.
- The People of Hertfordshire Want Equal Rights (POhWER). POhWER is an independent complains advocacy service.

Patient Advice and Liaison Service (PALS)	People of Hertfordshire Want Equal Rights (POhWER)
Patient Experience Team Civic Centre, Arnot Hill Park, Arnold, Nottingham, NG5 6LU Tel: 0115 8839570 Email: nnicb-nn.patientexperience@nhs.net	Tel: 0300 020 0093 Website: www.pohwer.net

Complaint Form

Patient Full Name	
Patient Date of Birth	
Patient Address	
Date of Complaint	

Complaint Details (Dates, times, named and practice personnel where known)

[illegible]

Please attach further sheets if required.

Signed..... Print Name

Patient Third Party Consent Form

If you are complaining on behalf of a patient or your complaint /enquiry involves the medical care of a patient, then the consent of the patient will be required. Please complete the following information and obtain the patients signed consent below:

Patient Full Name	
Patient Date of Birth	
Patient Address	

Enquirer/Complainant Name	
Telephone Number	
Address	

Consent of Patient

I fully consent to my Doctor releasing information to and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until (Insert date)

Signed:

Print Name:

Date: