

Arlington Road Medical Practice

Compliments, Concerns and Complaints

Information Leaflet for Patients

Introduction

At Arlington Road Medical Practice we constantly strive to offer the best possible care to all our patients, all the time. There may be a time where you feel that we have done this particularly well, but also times where you feel we have not done this as well as we could have. We welcome your feedback as this is a way that we can improve the services we offer and we hope that you will come and speak to us about any compliments, concerns or complaints that you have.

Compliments

Please speak to any of our administrative team if you would like to share any positive feedback with us, fill in a Friends and Family Test (available in reception area), alternatively this can be sent in writing to the Practice Manager.

Concerns and Complaints

Concerns you may have can often be resolved by our experienced administrative team, but should this not be the case, you can talk to our Practice Manager, Shirley Moth (or her deputy in her absence) by calling the surgery on 01323 727531.

If you feel that your concerns remain unresolved you can put a complaint in writing to the Practice Manager.

We are able to investigate complaints received within 12 months from the date that the issue in question occurred.

If you are complaining on behalf of a patient, we will need their written consent confirming that they wish the complaint to be investigated and that they are happy for someone else to deal with it. You may wish to complete our consent template.

Negative Feedback

We would discourage patients from using feedback methods such as the Friends & Family Test and NHS Choices to express their concern about their care or treatment. As these methods are anonymous, we have no way of knowing who the patient or clinician is, nor the circumstances surrounding your grievance. This means we are unable to look into what went wrong and are unable to learn from the situation to improve patient care in the future.

If you do not feel your concern warrants a formal complaint, sending a letter entitled 'Constructive Criticism' to the Practice Manager is far more constructive than an anonymous review that we cannot begin to deal with.

It is, however, appropriate to use feedback methods such as Friends and Family Test and NHS Choices for negative comments about our systems, eg. appointments, opening hours, etc. that do not directly concern your personal care and treatment.

Procedure on receipt of a complaint

- The complaints manager is the Practice Manager, the lead GP for complaints is Dr Mark Jones
- We will acknowledge receipt of your complaint within 3 working days of the Practice Manager receiving it
- You may be offered an opportunity to come in and meet with us
- The complaint will be fully investigated
- Some investigations may take longer where there are several people to speak to, however we will update you on progress, and the complaint will be dealt with as quickly as possible
- Following the investigation you will receive a full written response to your complaint
- Complaints will be treated with strictest confidence and will not form part of your medical record

Other contact points for complaints

- For complaints that you do not wish to resolve directly with the practice you can contact NHS England

Email: england.contactus@nhs.net

Telephone: 0300 311 2233

Address: NHS England

PO Box 16738

Redditch B97 9PT

- For complaints about treatment in Hospital you can contact the PALS service

Address: Eastbourne DGH

Conquest Hospital

Kings Drive

The Ridge

Eastbourne BN21 2UD

St Leonards on Sea TN37 7RD

Email: esh-tr/palse@nhs.net

esh-tr/palsh@nhs.net

Telephone: 01323 435886

01424 758090

Website: <http://www.esh.nhs.uk/pals>

- If you need help making a complaint you can contact an advocacy service

NHS Complaints Advocacy Service

0330 440 9000

- If you are unhappy with the outcome of a complaint you can contact the Parliamentary and Health Service Ombudsman

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Helpline: 0345 015 4033

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk