

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

Step 1: Raising Your Concern

If you have a concern about any aspect of our service, we encourage you to speak to a member of staff at the earliest opportunity. Many issues can be resolved straight away by discussing them informally with the relevant team member.

You can raise your concern by:

- Speaking to one of our administrative team or the Practice Manager at the surgery.
- Calling us on 01323 727531.
- Filling in the Comments and Suggestions Form on our website

Step 2: Immediate Resolution

Where possible, we will try to resolve your complaint immediately. This may involve:

- Offering an explanation or clarification.
- Addressing the issue on the spot.
- Providing alternative solutions to meet your needs.

If your concern cannot be resolved straight away, we will escalate it to the appropriate member of staff and provide you with a timeframe for a response.

Step 3: Formal Complaint (If Required)

If you feel your concern has not been resolved satisfactorily, you can submit a formal complaint by:

- Writing to the Practice Manager, Laura Woodgates.
- Filling in the Comments and Suggestions Form on our website and selecting – Formal complaint

We will acknowledge your complaint within 3 working days and aim to provide a full response within 10 working days. If further investigation is required, we will keep you informed of the progress.

Step 4: Review & Further Action

If you remain dissatisfied after receiving our response, you may request a review of your complaint. Alternatively, you can escalate your concerns to:

NHS England – Email: england.contactus@nhs.net
Telephone: 0300 311 2233
Address: NHS England
PO Box 16738
Redditch B97 9PT

- **Parliamentary and Health Service Ombudsman** –

Email: phso.enquiries@ombudsman.org.uk
Helpline: 0345 015 4033
Address: Millbank Tower
Millbank
London SW1P 4QP
Website: www.ombudsman.org.uk

Our goal is to ensure that all concerns are handled fairly, efficiently, and with the aim of achieving the best possible outcome for our patients.

If you have any questions about our complaints procedure, please do not hesitate to ask a member of our team.

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 usually 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 about treatment in Hospital you can contact the PALS service

Address:	Eastbourne DGH Kings Drive Eastbourne BN21 2UD	Conquest Hospital The Ridge 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 wish to make a complaint about the way your data has been handled you can contact the Information Commissioner's Office

Helpline: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>