

### **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the local Primary Care Trust if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service based at Derby City PCT provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

#### **PALS**

Telephone 08000 323235

or email - [colleen.march@derbycitypct.nhs.uk](mailto:colleen.march@derbycitypct.nhs.uk)

### **Complaining to the Parliamentary and Health Service Ombudsman**

If you are dissatisfied with the outcome of the complaint following the above procedure you can also complain to the Parliamentary and Health Service Ombudsman

You can phone their helpline on 0345 015 4033

Write to them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London, SW1P 4QP.

Or visit <http://www.ombudsman.org.uk/>

### **Help us get it right**

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better



## **OVERDALE MEDICAL PRACTICE**

### **Complaints Procedure**

September 2012

## **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. Please be assured that making a complaint will in no way have a detrimental affect on the way that you are treated at the practice.

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 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

Fiona Bolstridge will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly.

Please make your complain in writing. This can be done on a complaints form, which you can get at reception, or as a letter. Please then send this to Fiona Bolstridge.

## **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 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 appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## **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.