##### THE CROWN MEDICAL CENTRE

**Complaints Procedure – Patient Leaflet**

**Overview of the Complaints Process**

1. Please see if you can resolve your issue with the practice orally (practice to resolve within 24 hours). Please ask to speak to the Reception Supervisor (Sharon Grinter) or the Deputy Practice Manager (Charlotte Barham)
2. If you are unable to obtain satisfaction under 1 above or if you prefer not to discuss the issue with us, proceed to making a formal complaint. You can do this orally, in writing or electronically)
3. You can complain to the Practice (which is the preferred option and we would hope you would feel able to do so) or alternatively to NHS England
4. There are some exclusions and time limits
5. We will acknowledge receipt of your complaint within 3 working days
6. We will investigate your complaint as quickly as possible and give you the outcome in writing
7. If you are unhappy with the outcome you can refer your complaint to a higher authority

**1. Introduction**

If you have a complaint or concern about the service you have received from the doctors or staff working at The Crown Medical Centre, you are entitled to ask for an explanation. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

Our complaints system meets national criteria (Local Resolution under NHS and Social Care Complaints Procedure governed by The Local Authority Social Services and National Health Service complaints (England) Regulations 2009.) and is mindful of the NHSE Safeguarding accountability and assurance framework.

We try to distinguish between ‘grumblesand **complaints’**. Our receptionists and secretarial / administrative staff can normally deal with grumbles and other minor matters quickly and efficiently, often at the time they arise. Our Reception Supervisor or Deputy Practice Manager can also assist you in trying to resolve any problems on an informal basis.

**2. Local Resolution**

If you have a complaint about our services we will try to resolve this with you in the practice. Sharon Grinter (Reception Supervisor) and Charlotte Barham (Deputy Practice Manager) are the staff members nominated to handle complaints. Arrangements are in place to handle any complaints that are received in their absence.

In the first place, the practice would welcome the opportunity to try and resolve your complaint. Under local resolution you are able to complain to the organisation responsible for commissioning the services provided by the practice. This is NHS Somerset ICB (Integrated Care Board).

To do this please call NHS Somerset headquarters on 01935 384000 and ask to be put through to the Complaints Team. Alternatively, you can contact the team directly on 08000 851067. A member of the Complaints Team will be able to offer advice and support.

If you complain about the practice to NHS Somerset ICB, there are two alternative options

Option A The ICB decides that it can handle the complaint. The ICB must seek your consent to send the details of your complaint to the practice. This is to enable them to obtain any relevant information from the practice

Option B The ICB may consider that it is more appropriate for the practice to answer the complaint, in which case it must seek your consent to ask the practice to investigate and respond

**Important**  You must choose at the outset whether to make your complaint to the practice or to the ICB. If you make your initial complaint to the practice and do not agree with our response you cannot then seek a review from the ICB You do have the right to refer your complaint to the Ombudsman

**3. How to complain**

You can complain in 3 ways:

* Orally – face to face or by telephone
* In writing to – Sharon Grinter or Charlotte Barham, The Crown Medical Centre, Venture Way, Taunton, TA2 8QY.
* By email to our generic practice email address crownmc.contact@nhs.net

A complaint form is included at the end of this information. If you are complaining in writing, please feel free to use the form. Alternatively, a letter or email is equally fine.

Oral complaints resolved within 24 hours

It may be possible to resolve simple oral complaint within 24 hours and wherever possible the practice will seek to do this for you. Complaints dealt with in this way fall outside the regulations

All other complaints

All other complaints are governed by the regulations and will result in a formal written response being made to you.

If you require any help to make your complaint, the practice can assist you with this. For further information about this, contact Sharon Grinter (Reception Supervisor) or Charlotte Barham (Deputy Practice Manager).

**4. Complaining on behalf of somebody 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 signed note by the person concerned will be needed.

In certain circumstances, the regulations impose a duty upon the practice to satisfy us that the representative is an appropriate person to make a complaint.

**5. Complaints from younger patients**

We will treat complaints from younger patients in the same confidential and timely manner that we deal with any other complaints. We would like to reassure all our younger patients that they can contact us to discuss anything that is causing them worry or concern about the practice and it will be treated with the utmost discretion. We will treat this being mindful of the contents of the NHSE safeguarding accountability and assurance framework. If a complaint or allegation is made against a member of staff at the practice it may be necessary to report this further to the Local Authority designated Officer (LADO)

**6. Exclusions**

The Complaints Procedure excludes:

* Complaints that were first made orally and which were resolved to the complainants satisfaction within one working day
* Complaints about the same subject matter as a complaint that has previously been made and resolved
* Complaints alleging failure by the practice to comply with a request for information under the Freedom of Information Act 2000

**7. Time Limits**

A complaint should be made within 12 months from the date on which the matter occurred or from when the matter came to the attention of the complainant

A complaint may be considered outside the time limit if the complainant has good reason for not making the complaint within the limit. The practice will also consider whether it is still possible to investigate the complaint fairly and effectively.

**8. How will we handle your complaint?**

* We will record the date we received your complaint and acknowledge receipt of your complaint within 3 working days
* We will offer you the opportunity to discuss your complaint
* Your complaint will be promptly investigated
* We will advise you of the outcome of the investigation in writing (we hope that this will be done within 28 days however, this is very much dependent on the nature of the complaint as some clinical complaints can be very time consuming and require is to talk to a number of clinicians who work part-time)
* We will take any necessary action in light of the outcome of the complaint.

During the complaints process you will be treated with respect and courtesy and if required we will help you so far is reasonably practical to understand our procedures and advise on where you may be able to obtain assistance.

We are very keen to use complaints as a learning tool for how we can improve the service we offer to patients. As such all complaints are carefully recorded and monitored to look for any themes. We discuss our complaints at practice meetings. On an annual basis we have to report all our written complaints to NHS England

**9. Ombudsman**

If you are not satisfied with our response you can refer your complaint to the Parliamentary and Health Service Ombudsman (must be within 12 months of the completion of the local resolution). The Ombudsman can also consider complaints about the administration of the complaints procedure itself.

**10. Useful contacts and websites**

The Practice

Sharon Grinter (Reception Supervisor) or Charlotte Barham (Deputy Practice Manager)

The Crown Medical Centre

Venture Way

Taunton

TA2 8QY

Tel: 01823 282151

Email: crownmc.contact@nhs.net

NHS Somerset ICB

Telephone: 08000 851067

Email: somicb.enquiries@nhs.net

Ombudsman

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel - Complaints Helpline 0345 015 4033 (8.30 am to 5.30pm Mon to Fri)

Fax - 0300 061 4000

Email - phso.enquiries@ombudsman.org.uk

Websites

www.nhschoices.nhs.uk

# **THE CROWN MEDICAL CENTRE**

### **Complaint Form**

#### Complainant’s details

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Patient’s details** (where different from above)

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date of birth\_\_\_\_\_\_\_\_\_\_\_\_\_\_Usual GP\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(We will need the signed written authority of the patient for you to act on their behalf)

**Details of complaint** (including date(s) of events and persons involved please continue overleaf if necessary)

**Complainant’s Signature**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_