

Appendix 1

Practice Complaints Procedure
Patient information leaflet

If you have a complaint about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

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 this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. He/ She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 1 week of the date when you raised it with us. We shall then be in 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 this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

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 somebody else – except in case of an under age child – we have to know that you have their permission to do so. A note signed, by the person concerned will be needed, unless they are incapable – because of illness – of providing this.

Complaining to the Bromley Commissioning Group

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local Commissioning Group. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact the Bromley CCG Complaints Officer: Odile Croisie, Bassetts House, Broadwater Gardens, Farnborough, BR6 7UA Phone: 01689 853339 Email: odile.croisie@nhs.net

What happens if I remain dissatisfied following the investigation?

If you are not happy with the response to your complaint you should initially discuss this with the service provider/commissioner who will look at whether anything further can be done by the organisation to address your concerns.

Once an organisation believes it has done the utmost to try to address your concerns it will be explained that local resolution is complete and you will be directed to the Parliamentary and Health Service Ombudsman who will consider whether to look into your case

Their contact details are:

The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
LONDON SW1P 4QP
Tel: 0345 015 4033
Fax: 0207217 4940