Dr Ahmed & Partners Complaints & Comments Leaflet

Document Control

A. Confidentiality Notice

This document and the information contained therein is the property of Dr Ahmed & Partners.

This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from Dr Ahmed & Partners.

B. Document Details

Classification:	General
Author and Role:	SAA/CEG/MB/iQ
Organisation:	Dr Ahmed & Partners
Document Reference:	28/16a,16b,16c,16e,17a,17e
Current Version Number:	V.05
Current Document Approved By:	Dr S A Ahmed
Date Approved:	03.01.2017

C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
V.01/13	01.01.2013	SAA/CEG/MB/iQ	SAA	Next review 2014
V.02/14	01.01.2014	SAA/CEG/MG/iQ	SAA	Next review 1015
V.02/15	01.01.2015	SAA/CEG/MG/iQ	SAA	Next review 1016
V.02/16	01.01.2016	SAA/CEG/MG/iQ	SAA	Next review 1017
V.02/17	03.01.2017	SAA/CEG/MG/iQ	SAA	Next review 1018
V2	11.1.19	Tanya Cooper		No Change next review 11.1.20
V2	Jan 20	T Cooper		No Change
V2	Jan 21	T Cooper		No Change
V3	Jan 22	T Cooper		Changed to Village MC
V3	Jan 23	T Cooper		No Change
V4	July 23	T Cooper		Added ICB to complain remove NHS England

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Village Medical Centre keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

- 1. Black Country Integrated Care Board (ICB)
- 2. Patient Advisory Liaison Service (PALS)
- 3. Independent Complaints and Advocacy Service (ICAS)

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: http://www.cqc.org.uk

ICB, PALS & ICAS

Black Country Integrated Care Board (ICB)

The ICB commissions Primary Care Services, GP, Dentists, Opticians and Pharmacy. If you want to make a complaint you can do this by telephoning 03000120282 or email <u>bcicb.time2talk@nhs.net</u> or write Time2Talk, NHS Black Country Integrated Care Board, Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on the Web Address Below:

http://www.pals.nhs.uk/officemapsearch.aspx

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on the Web Address Below:

http://www.pohwer.net/how_we_can_help/icas_providers.html

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

VILLAGE MEDICAL CENTRE Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

July 2023

Please Take a Copy

(V.05 – July 2023)

LET THE PRACTICE KNOW YOUR VIEWS

Village Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact our Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

• Within 12 months of the incident that caused the problem

OR

• Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

COMPLAINTS AND COMMENTS FORM

Name:												
Address:												
Telephone:												
Date of complaint / comment:												
Details:												
								,				
		. <u></u>										
		· · · · ·										
Signed:		·										