

NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233 (Monday—Friday 8am—6pm, excluding Bank Holidays)

E-Mail: england.contactus@nhs.net

Website: www.england.nhs.uk

You can also ask the Health Service Ombudsman to independently review your complaint if local resolution does not result in a desired outcome. The Ombudsman is completely independent of both the NHS and Government.

By visiting: www.ombudsman.org.uk

or write to:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

E-Mail: phso.enquiries@ombudsman.org.uk

Practice Complaints Procedure

The Anstey Surgery

21A The Nook

Anstey

Leicester

LE7 7AZ

Tel: 0116 236 2531

Fax: 0116 235 7867

Web: www.theansteyurgery.co.uk

Dr NW Osborne

Dr DC Andrew

Dr HJ Hughes

Dr ES Morrison

Dr NS Walker

Dr GT Alagesan

Leaflet updated April 2019

Complaints and Suggestions

In order for us to maintain and improve our service provision, The Anstey Surgery welcomes patients to inform us of any difficulties they may be experiencing, and any ideas or suggestions they may have.

If you have a complaint, concern or suggestion about the service you have received from the doctors or any of the staff working at this practice, please let us know. Our complaints system meets the national criteria as laid down by the NHS.

If you want to make a complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise directly with the person concerned. If your problem cannot be resolved 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.

When should I complain?

As soon as possible. Complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have their permission to do so. A note signed by the patient concerned will be needed, unless they are incapable of providing this.

How to make a complaint

Any patient wishing to make a complaint or suggestion about the service can do this verbally or by putting their complaint in writing addressed to Mrs Linda Smith, The Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Practice Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly.

Our Commitment to You

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within twenty working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or meeting with the people involved. When we look into your complaint, we aim to:

- Find out what happened and what should have happened.
- Make it possible for you to discuss the problem with those concerned if this is your wish.
- Ensure the complaint is resolved to your satisfaction.
- Make sure that you receive an apology, where this is appropriate.
- Identify what needs to be done to ensure that the problem does not arise again.

Complainants will be kept informed at all times of any investigation, or action taken as a result of the complaint.

Our principles are:

- To get it right
- To be patient focused
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

Complaining to NHS England

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

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. The contact details are shown overleaf: