

MERSTOW GREEN MEDICAL PRACTICE

COMPLAINTS AND COMMENTS

LET THE PRACTICE KNOW YOUR VIEWS

Merstow Green Medical Practice 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 do not 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:

Colette Woodhouse – Patient Liaison 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 6 months from when the complaint comes to your notice provided that this is within 12 months of the incident.

The Practice will acknowledge your complaint within 3 working days.

The Practice will write to you and explain 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.

Complaining on behalf of someone else

Please note that Merstow Green Medical Practice keeps 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:

Patient Relations Team

0300 123 1732 / wah-tr.pet@nhs.net

Independent Complaints Advocacy Services (ICAS)

0300 456 2370 / pohwer@pohwer.net

NHS South Worcestershire CCG – complaints team

01527 482939 / rbccg-wfccg@nhs.net

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice, then you can contact the Care Quality Commission on 0300 616 161, or alternatively visit the following <http://www.cqc.org.uk>.

PALS, ICAS and Ombudsman

Patient Relations Team (PALS)

The Patient Relations Team provide a confidential service designed to help patients get the most from the NHS. They can tell you more about the NHS complaints procedure and may be able to help you resolve your complaints informally. Your local office contact details can be found on www.hacw.nhs.uk/ourservices/compliments-and-complaints or ask the patient liaison team on the reception desk for details.

Independent Complaints and Advocacy Services (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 www.pohwer.net/how-we-can-help/icas-providers

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 email <https://www.ombudsman.org.uk> or textphone (minicom) 0300 061 4298.

Complaints and comments form

Name: _____

Address: _____

Telephone: _____

Date of complaint: _____

Details: _____

Signed: _____

Surgery opening times

	Surgery	Dispensary (closed lunch 1.00pm-2.00pm)
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

Telephone numbers

Emergencies	01386 765600	'Press 1'
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

Partners

Dr John Egan
Dr Emma Shackley
Dr Holly Ash
Dr Chethan Reddy

Salaried GPs

Dr Katie Reeve
Dr Siddarth Viswanath
Dr Yuliya Gonzalez Sanchez

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.