

Alternative route to making a complaint

If you do not wish to complain directly to the practice, you can make your complaint to NHS England and they will undertake the investigation. Please note, you cannot complain both to the practice and to NHS England. Address: NHS England, PO Box 16738, Redditch, B97 9PT, email: england.contactus@nhs.net (please state 'for the attention of the complaints team' in the subject line), Tel: 0300 311 2233.

Complaining about more than one NHS service

If your complaint involves more than one service, usually the service with the largest part in the complaint would act as the lead agency on the complaint and would co-ordinate the investigation.

Making a complaint about other NHS services

If you have a complaint or concern about the decision making processes used by the local Clinical Commissioning Group or the outcomes of decisions, you can either make a formal complaint to: Kat Tucker, Complaints and FOI Manager, Bristol CCG, South Plaza, Marlborough St, Bristol BS1 3NX, Tel: 011 7970 2494 or email Kathryn.tucker@nhs.net

OR you can contact the Patient Advice and Liaison Service (PALS) Tel: 0117 330 2436 or 0800 073 0907 or email sarah.jenkins@swcsu.nhs.uk

A more detailed version of our Complaints Procedure can be found on our website www.grmc.nhs.uk

Gloucester Road Medical Centre

Complaints Procedure Patient Information Leaflet

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However if you have a complaint or are unhappy about the service you have received from the doctors or the staff working for the practice, please let us know. We operate a complaints procedure as part of a 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 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem

Complaints should be addressed to the Mrs Judy Holbrook, Business Partner at the practice. Alternatively, you may ask for an appointment with Mrs Holbrook in order to discuss your concerns. 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

A full verbal or written response, as appropriate, will be made within 20 working days of receipt where possible. Where the investigation is still in progress, we will write to the complainant explaining the reason for the delay and supply a full response when a conclusion has been reached. This procedure will ensure that the complainant receives written confirmation and, where possible, mutual agreement to the stages of the investigation and of the action taken.

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 their permission to do so. A note or consent form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

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.

Taking Matters Further

We hope that, if you have a problem, you will use our in-house 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.

If you feel it would be helpful to speak to someone independent of the Practice for support and advice in pursuing your complaint, you can contact: SEAP (Support Empower Advocate Promote), 0300 3435704, bristol@seap.org.uk, www.seap.org.uk.

If you remain dissatisfied with the result of our investigation, you should contact the Parliamentary and Health Service Ombudsman who will review your complaint. Tel: 0345 0154033 or email phso.enquiries@ombudsman.org.uk. A member of the Parliamentary and Health Service Ombudsman Team will be allocated to your case and will review the issues it raises, with the help of expert advice if necessary.