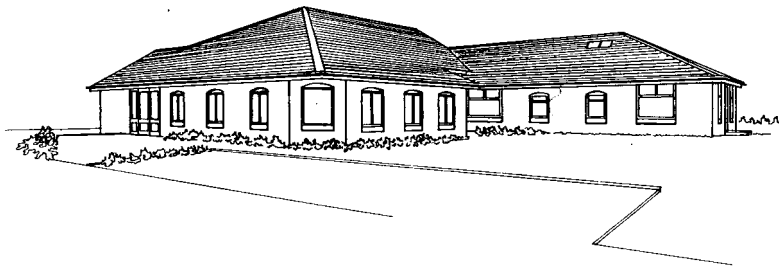


# Patient Information

## Practice Complaints Procedure



Dr Hughes and Partners

Barton Surgery  
Hexton Road  
Barton Le Clay  
Beds MK45 4TA

Health Centre  
Gooseberry Hill Luton LU3 2LB

Drs Hughes, Sulakshana, Westgarth , Gurram,  
Randall and Narayanan

## **Introduction**

If you have a complaint or concern 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 an NHS system for dealing with complaints, which 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 formal complaint, please do so 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. In any event, this should be:

- Within 12 months of the incident
- or within 12 months of discovering that you have a problem;

You should address your complaint to: Mrs Gill Hiscox, Practice Manager and you should be as specific and concise as possible.

## **What we do next**

We look to settle complaints as soon as possible and will acknowledge receipt within 3 working days and aim to have looked into the matter within 10 working days of the date when you first raised it with us. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

When looking into a complaint, we attempt 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
- Reach a satisfactory conclusion
- Identify what we can do to make sure the problem doesn't happen again.

When the investigations are complete your complaint will be determined and a final response sent to you.

When your complaint involves more than one organization (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organization, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

#### **Complaining on behalf of someone else**

Please note that the practice must ensure strict adherence to the rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. We may still need to correspond direct with the patient. Or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

**Further Action**

We hope to address your concerns fully, and provide you with an explanation. We trust that at the end of any investigations you will feel satisfied the matter has been resolved. However if you are dissatisfied with the outcome of our investigation you have the right to contact the **Health Ombudsman**. The contact details are:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Complaints Helpline : 0345 0154033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Fax: 0300 061 4000  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

The Helpline is open 8:30 a.m. to 5.30 p.m. Monday to Friday.

**You may also approach the NHS England Customer Contact Centre for help or advice;**

Contacts are received via telephone, email and post

NHS England  
PO Box 16738  
Redditch B97 9PT

0300 311 22 23 Mon – Fri 8.00 am to 6.00 pm.

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**The Practice Complaints Manager**  
**is:**  
Mrs Gill Hiscox  
Practice Manager