



market cross

SURGERY



Information for Patients

Complaints Leaflet

**Market Cross Surgery
Bourne Road
Corby Glen
Grantham
Lincolnshire
NG33 4BB**

Tel: 01476 550056

Fax: 01476 552909

Website: www.marketcrosssurgery.co.uk

The team of Doctors, Nurses and Administrative Staff at Market Cross Surgery aim to deliver the highest possible care and service to our registered patient population. If, however, you are dissatisfied with service you receive from any member of the practice team please let us know to enable us to resolve the matter. We operate a practice complaints procedure in line with NHS Guidance, the details of which are set out below.

How to Complain:

We hope that most problems can be sorted out easily and quickly, often at the time they arise and 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 in writing 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 this, please let us have details of your complaint:

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

Complaints must be submitted to the practice in writing and addressed to:

Louise Allen, Practice Manager,

Market Cross Surgery, Bourne Road, Corby Glen, NG33 4BB

Alternatively, your complaint can be e-mailed to: lccg.mcspracticemanagement@nhs.net

Complaining on Behalf of Someone Else:

The practice adheres to the strict rules in place relating to patient confidentiality. If you are complaining on behalf of someone else, we require assurance that you have his or her permission to do so. A consent form, signed by the patient concerned, will be required, unless they are incapable (because of illness) of providing this, to enable the practice to carry out an investigation. Please see the Patient Consent form at the back of the Complaints information pack.

Our Commitment to You:

Please be assured that we take any complaints received very seriously and aim to deal with them as quickly and thoroughly as possible to reach a satisfactory outcome. The outcome of complaints are shared with the practice team and used as a learning tool, this helps us to improve the service we offer to our patients and avoid the same situation arising again.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within the time scale agreed with you. The time taken to investigate your complaint will depend on its complexity and the number of people involved. Following the investigation, we will be able to offer you an explanation, or a meeting if that is more appropriate. During the investigation of 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 you receive an apology, where this is appropriate
- Identify what needs to be done to ensure the problem does not arise again

Our Principles are:

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

We hope that, if you have a problem, you will use our practice complaints procedure as above to ensure it is resolved to your satisfaction. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If, however a complainant does not wish to complain directly with the practice, they can complain to the commissioner of the service, NHS England.

E-mail: england.contactus@nhs.net If you are making a complaint please state: 'For the attention of the Complaints Team' in the subject line.

Tel: **0300 311 22 33**

Address: **NHS England
PO Box 16738
Redditch
B97 9PT**

If you do not feel your complaint has been satisfactorily dealt with either by the practice or NHS England it can be referred to **The Parliamentary and Health Service Ombudsman**. All records will have to be provided to the Ombudsman to assist with the resolution of your complaint.
www.ombudsman.org.uk

In writing:

The Parliamentary and Health Service Ombudsman

Address: Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 015 4033 Fax: 0300 061 4000

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

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, the independent regulator of all Health & Social Care Services in England

Tel: 03000 616161

E-mail: enquiries@cqc.org.uk

Address:

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Bourne Road
Corby Glen
Lincolnshire
NG33 4BB

Tel: 01476 550056

PATIENT CONSENT FORM

Full name of Patient: _____

Address of Patient: _____

Date of birth: _____

I authorise (name of complainant): _____

Address of Complainant: _____

to act on my behalf and to receive any information, as may be relevant to the complaint.

CONSENT FOR THE DISCLOSURE OF PERSONAL RECORDS

I hereby give my consent to the organisation investigating my complaint, to share any relevant information, that will assist in the investigation of the complaint. I understand that this likely to include disclosure of my personal records.

Signature of patient: _____

Date: _____

PLEASE RETURN THIS COMPLETED CONSENT FORM:

By Post: Louise Allen, Practice Manager, Market Cross Surgery, Bourne Road, Cory Glen, NG33 4BB

By E-mail: lccq.mcspracticemanagement@nhs.net

Thank you