#### PRACTICE COMPLAINTS PROCEDURE

****

**Brookside Surgery**

**Stretton on Dunsmore**

**Rugby**

**Warwickshire**

**CV23 9NH**

**Telephone: 02476 542525**

**Email: brooksidereception@nhs.net**

**Dr A Watters** MBChB MRCGP DRCOG

**Dr J Menon** MUDr MRCGP

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

If you have a complaint or concern about the service you have received from the doctors or any staff working in this practice please let us know. We operate a practice complaints procedure which complies with NHS national regulations.

**Who can complain?**

* a current or former patient
* someone on behalf of a patient (for example, a relative, carer or advocate) where the patient has given their express consent
* someone on behalf of a patient where the patient has died, is a child, or is unable because of physical or mental incapacity to make the complaint themselves
* visitors or family members who are unhappy with the service they received.

**What is the time limit for making a complaint?**

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about.

### How to complain.

You can raise your concerns immediately by speaking to any member of staff (e.g. doctor, nurse, receptionist, Practice Manager). They may be able to resolve your concerns without the need to make a formal complaint.

However if you want to continue with your complaint you can do this by speaking to or writing to our complaints manager. If you make your complaint verbally then the complaints manager will make a written record. Our complaints manager is our Practice Manager - Mrs Madeleine Clark.

**What we shall do.**

We shall acknowledge your complaint within 3 working days. We will then investigate your complaint and reply with our findings within 25 working days of the date when you raised it with us. If we are not able to respond within this time then we will write to you to explain the reason for any delay. When we look into your complaint we shall aim to:

1. Find out what happened and what went wrong.
2. Make it possible for you to discuss the problem with those concerned, if you would like this.
3. Make sure you receive an apology where this is appropriate.
4. Identify what we can do to make sure the problem doesn’t happen again.
5. Keep all records of your complaint confidential and separate from your medical records
6. Provide you with feedback about any changes that have been made following your complaint.

# Where can I get further advice and help?

We hope that if you have a problem you will be able to use our practice 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. Further advice and support is available from Warwickshire Healthwatch, contact details as follows:

Telephone:             01926 422823

Email:                            [info@healthwatchwarwickshire.co.uk](https://web.nhs.net/OWA/redir.aspx?C=fIK5sQSKOUGiiGYIqor5947k4wQc8tBIAYTHQFZQKJaFu0bNBjIqregYVvuKj__9a9L9dmtRraE.&URL=mailto%3ainfo%40healthwatchwarwickshire.co.uk)

Website:                         [www.healthwatchwarwickshire.co.uk](https://web.nhs.net/OWA/redir.aspx?C=fIK5sQSKOUGiiGYIqor5947k4wQc8tBIAYTHQFZQKJaFu0bNBjIqregYVvuKj__9a9L9dmtRraE.&URL=http%3a%2f%2fwww.healthwatchwarwickshire.co.uk)

**What if I am not satisfied with the Practice’s response?**

We aim to resolve all issues and will formally respond to you with the results of our investigation and discussions. If you feel that the matter has not been resolved satisfactorily then you may refer your complaint to the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033 ([www.ombudsman.org.uk](http://www.ombudsman.org.uk))