

# **Beechfield Medical Centre**

## **Complaints and Comments Leaflet**

### **Partners**

**Dr D J Corlett, Dr C E Manners, Dr J Babu, Dr L Beet, Dr N Ledwidge, Dr N Khan**

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### **LET THE PRACTICE KNOW YOUR VIEWS – THEY ARE IMPORTANT TO US**

Beechfield Medical Centre 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 don't 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 services we provide or that 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.

### **DUTY OF CANDOUR**

We take the principles of candour seriously. This means that we will be open, transparent and honest in dealing with any complaints raised and, where we have erred, we will ensure that we will learn and share our learning with our team at regular meetings.

### **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 the Practice 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. Written Complaints should be forwarded to:

The Practice Manager, Beechfield Medical Centre, Beechfield Gardens, Spalding PE11 1UN

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem; OR
- Within 6 months of discovering that you have a problem, provided this is within 12 months.

The Practice will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. 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 SOMEBODY ELSE**

Please note that Beechfield Medical Centre 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**

If you feel that you would prefer to complain to the external body with overall responsibility for our services, then you should write to either of:

NHS England (Central Midlands) Complaints  
Fosse House  
6 Smith Way  
Grove Park  
Enderby  
Leicestershire  
LE19 1SX  
Tel: 0116 2950855

NHS South Lincolnshire Clinical Commissioning Group  
Eventus  
Northfields Industrial Estate  
Market Deeping  
Lincolnshire PE6 8FD

Please note that if you have already made your complaint to us and have not been satisfied with the response provided, you should contact the Ombudsman (as below) and not the bodies mentioned above.

### **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161 or, alternatively, visit the following website:

<http://www.cqc.org.uk>

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Please find details using web address below:

<http://www.pals.nhs.uk/officemapsearch.aspx>

### **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS care or treatment. Please find details on your local ICAS service using the web address below:

[http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)

### **OMBUDSMAN**

If you are not happy with the response from the Practice, NHS England or NHS South Lincolnshire CCG (if you complained directly to either of them), you can refer your complaint to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
<http://www.ombudsman.org.uk> or text phone (minicom): 0300 061 4298  
0345 015 4033 (Helpline)

## COMPLAINTS AND COMMENTS FORM

Name:
Address:
Telephone No:
Date of Complaint / Comment:
<p>Please give as much detail as possible below – including times and dates, names or roles of individuals concerned – this will help us to deal with your issue as quickly as possible:</p>
<p>Please continue on a separate sheet if necessary.</p>
Signed: _____ Date: _____