

**If you do not wish to complain directly to the practice you can contact:**

## **NHS Primary Care Complaints**

Since 2009 NHS patients wishing to complain about primary care services can take their complaint to either the provider (such as GP or dental practice) or the commissioner, NHS England – but not both.

From 1<sup>st</sup> of August 2015 the NHS England and North Midlands Complaints Service will be responsible for the investigation of all NHS England complaints relating to primary care provided in Staffordshire and Shropshire as well as Derbyshire and Nottinghamshire.

All new complaints need to be sent to the NHS England Customer Contact Centre, who will log the complaint and forward it to the relevant office.

You can contact the Customer Contact Centre:

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

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33

**You can also contact PALS for help or advice;**

As a patient, relative or carer, sometimes you may need to turn to someone for on-the-spot help, advice and support. PALS aims to advise and support patients, their families and carers. provide information on NHS services. Listen to your concerns, suggestions or queries. Help sort out problems quickly on your behalf.

We act on your behalf when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions. We can also help you get support from other local or national agencies. PALS is a confidential service and all information is handled in line with the Data Protection Act 1998 and associated guidance. You can email us at [pals@sath.nhs.uk](mailto:pals@sath.nhs.uk)  
There is a PALS office at each of our hospitals.

### **Royal Shrewsbury Hospital**

Patient Advice & Liaison Service,  
Royal Shrewsbury Hospital,  
Mytton Oak Road,  
Cophorne,  
Shrewsbury,  
SY3 8XQ.

You can visit the PALS Office which is situated on level 2, Main Ward Block  
Opening Hours:  
Monday to Friday – 9am to 5pm

**Tel:** 01743 261691/0800 783 0057

### **Princess Royal Hospital**

Patient Advice & Liaison Service,  
Princess Royal Hospital,  
Apley Castle,  
Telford, TF1 6TF.

You can visit the PALS Office which is situated in the Main Reception.  
Opening Hours:  
Monday to Friday – 9am to 5pm

**Tel:** 01952 282888/01952 641222 ext:4382

Robert Jones and Agnes Hunt Hospital,  
Oswestry.

- PALS staff are available to meet patients on a face to face basis on the ward or in clinic by contacting 01691 40 4606 / 4608
- Alternatively appointments can be made by telephoning the above number.
- An answer phone will take out of hours messages and PALS will then return the call as soon as possible
- Or Email: [PALS.office@rjah.nhs.uk](mailto:PALS.office@rjah.nhs.uk)
- Or Write to the:  
Patient Experience Manager / PALS Lead

Robert Jones & Agnes Hunt  
Orthopaedic Hospital NHS  
Foundation Trust,  
Oswestry  
Shropshire  
SY10 7AG

### **If you are Dissatisfied with the Outcome**

You have the right to approach the:

**Ombudsman.** The contact details are:

**The Parliamentary and Health Service**

**Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## **CLAREMONT BANK SURGERY**

### **Complaints Procedure**

**The Practice Complaints Manager is:**

Jane Read

**Reviewed and Updated January  
2018**

**Also see separate  
Complaints Form  
available at Reception**

## **Making a Complaint**

Most problems can be sorted out quickly and easily, with the person concerned, often at the time they arise and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter.

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all of the necessary aspects.

**Send your written complaint to:**

The Practice Manager, Claremont Bank Surgery,  
Claremont Bank, Shrewsbury SY1 1RL

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to resolve the matter as soon as possible but will give you some idea how long that may take at the outset. You will 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 see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete a final written response will be sent to you.

Where your complaint involves more than one organisation (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 sent initially to an incorrect organisation, 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 to the Parliamentary and Health Service Ombudsman (details on this leaflet) if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict 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. In the event that the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness or accident or mental capacity, 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us to lodge their complaint.

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.