

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 1st 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 send 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

Telephone: 0300 311 22 33

PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at The Royal Shrewsbury Hospital Patient Advice & Liaison Service, Royal Shrewsbury Hospital, Mytton Oak Road, Copthorne, Shrewsbury, Shropshire, SY3 8XQ. Call into the PALS Office which is situated on level 2, Main Ward Block
Open Hours
Monday to Thursday - 9am to 5pm
Friday - 9am to 4.30pm

TEL	01743 261691 0800 783 0057 An answerphone will take out of hours message
FAX	01743 261368

Princess Royal Hospital

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

They provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS Call into the PALS Office which is situated in the main reception.

Open Hours

Monday to Thursday - 9am to 5pm
Friday - 9am to 4.30pm

TEL	01952 282888 01952 641222 ext: 4382 An answerphone will take out of hours message
FAX	01952 222365

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

CLAREMONT BANK SURGERY

Complaints Procedure

The practice Complaints Manager is:
Jane Read

Reviewed and Updated Oct 2015

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

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, 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 discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

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 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 have looked into the matter within 10 working days. 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 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 your complaint will be determined and a final response 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 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.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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.