

Complaints Form

It is our policy to ensure a high standard of service in all aspects of our care.

If you have any comments to make about this surgery, its doctors or staff, this form will give you information about our procedure.

If you would **prefer to discuss matters in person, please make an appointment** to see our Business Manager, Mrs Julie Connorton. Our complaints procedure is operated by Mrs. Connorton as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

How to complain

We hope that most problems can be resolved quickly, easily and at a local level. **Initially, we suggest you ask to speak to our Duty Manager, who will be able to deal with most grievances verbally.** We need to know the details of your complaint as soon as possible. This enables us to establish the facts more easily.

We need to be informed of the complaint **EITHER** within twelve months of the incident **OR** within twelve months of discovering that you have a problem. This timescale can be reviewed in exceptional circumstances.

To make a complaint you may **EITHER**:

- Ask to speak to the Duty Manager
- Make an appointment with the Business Manager, Mrs Connorton
- Complete this form and hand it in to reception or post it to us:
Julie Connorton, Business Manager, The Green House Surgery, Redcar Primary Care Hospital, West Dyke Road, Redcar. TS10 4NW
- You can complain to Healthwatch, the Champion for Health and Social Care in England.

Name of Local Healthwatch:	Healthwatch Redcar & Cleveland
Website details:	www.healthwatch.co.uk
Telephone:	0800 118 1691
Address:	Healthwatch Redcar & Cleveland, The Live Well Centre, Dundas Arcade, Middlesbrough. TS1 1HR.
Email:	healthwatchesouthtees@pcp.uk.net

What we shall do

We shall acknowledge your complaint within **three working days** of receipt.

We aim to investigate your complaint at the earliest opportunity and advise you of our findings. As we are often liaising with a number of clinicians and/or outside agencies, some complaints can take several months to investigate. It is important that we conduct a thorough and comprehensive investigation and your patience is appreciated.

We aim to:

- ❖ Thoroughly investigate the events.
- ❖ Identify any areas of concern and be transparent in telling you about it.
- ❖ Keep you informed of developments.
- ❖ Apologise when we get things wrong.
- ❖ Take action to rectify any problems with our service by learning from mistakes.

Complaining on behalf of someone else

We strictly observe the rules of medical patient confidentiality. If you are complaining on behalf of someone else, it is essential that you obtain the written consent from the patient to authorise us to deal with a third party. If you are unable to obtain consent from the patient, please contact our Business Manager for further advice.

We would prefer you to complain directly to the Practice, but if you do not wish to complain to the Practice you can apply to the commissioner of the services, which is the body that pays for the NHS services you use. You cannot complain to both.

North East and Cumbria Integrated Care Board – 0191 512 8277

Where to seek help and advice

The following agencies can provide assistance and advice to you:

1. Healthwatch (T: 0800 118 1691)
2. Local citizens advice bureau (T: 01642 030000)

If you require assistance in making your complaint you can contact the Independent Complaints Advocacy:

NHS Advocacy is provided by We Are People First, supporting individuals complaining about the NHS.

Helpline 03003 038037

What to do if you are still dissatisfied or feel that your complaint was handled badly?

If you are not satisfied with my response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so.

If you have questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, or visit their website/contact them online: www.ombudsman.org.uk

You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman, Citygate, 51 Mosley Street,
Manchester M2 3HQ (T: 0345 015 4033)

Habitual or vexatious complaints

Whilst we will do our utmost to resolve your complaint to your satisfaction, on rare occasions, complainants may be considered to be habitual or vexatious, if they display two or more of the following behaviours:

- Persist in pursuing a complaint where the NHS complaints procedure has been fully and properly implemented and exhausted.
- Change the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions upon receipt of a response whilst the complaint is being addressed.
- Are unwilling to accept documented evidence of treatment given as being factual.
- Do not clearly identify the precise issues which they wish to be investigated, despite reasonable efforts to help specify their concerns and/or where the concerns identified are not within the remit of The Green House Surgery to investigate.
- Focus on a trivial matter to an extent which is out of proportion to its significance and continue to focus on this point.
- Have harassed, threatened or used offensive language and/or actual physical violence towards staff at any time.
- Have in the course of addressing a registered complaint had an excessive number of contacts with the practice, placing unreasonable demands on staff.

The Green House Surgery
Tel: 01642 475157
Web: www.thegreenhousesurgery.co.uk

- Are known to have recorded meetings or face-to-face/telephone conversations without the prior knowledge and consent of other parties involved.
- Display unreasonable demands or patient/complainant expectations and fail to accept that these may be unreasonable.

Complaints Form

Patient Details:

Name	
Address	
Telephone no.	
Email address (we will communicate with you by secure email wherever possible)	
Date of Birth	

Please tick the box which reflects the patient's ethnicity.		
This information is used to make sure that ethnic minorities have equal opportunities.		
White	: British	
	: Irish	
	: Other white	
Mixed	: White & Black Caribbean	
	: White & Black African	
	: White & Asian	
	: Other mixed	
Asian or Asian British	: Indian	
	: Pakistani	
	: Bangladeshi	
	: Other Asian	
Black or Black British	: Black Caribbean	
	: Black African	
	: Other Black	
Other ethnic	: Chinese	
	: Other ethnic category	
Not stated		

Complainant Details (if differs from above):

Name	
Address	
Telephone no.	
Date of Birth	
Relationship to patient	

Please tick the box which reflects the complainant's ethnicity.		
This information is used to make sure that ethnic minorities have equal opportunities.		
White	: British	
	: Irish	
	: Other white	
Mixed	: White & Black Caribbean	
	: White & Black African	
	: White & Asian	
	: Other mixed	
Asian or Asian British	: Indian	
	: Pakistani	
	: Bangladeshi	
	: Other Asian	
Black or Black British	: Black Caribbean	
	: Black African	
	: Other Black	
Other ethnic	: Chinese	
	: Other ethnic category	
Not stated		

On this page, please give as much information about your complaint as possible, details such as names and dates are particularly important.

Please use additional sheets if necessary.

Date ----- Signature -----