

If you are dissatisfied with the outcome

We hope that if you have a problem you will use our practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us:

NHS England, PO Box 16738, Redditch, B97 9PT or telephone 0300 311 2233 or e-mail England.contactus@nhs.net

NHS England also provide confidential advice and support and will guide you through the different services available.



If you are dissatisfied with the way we are dealing with your complaint or if at the end of the complaint process you are still unhappy with the outcome you may contact the Ombudsman:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or telephone 0345 0154033 or visit the website: www.ombudsman.org.uk

Practice Complaints Team

Bridget Casey

Practice Complaints Lead
HR & Complaints Manager

Sarah Smith

Practice Complaints Officer
St Damian's Surgery Team Leader

Service delivery

When receiving our services you are entitled to expect:

- ◆ A high quality of care and treatment
- ◆ Dignity and respect at all times and to be treated as an individual
- ◆ Staff to address you in the manner of your choice
- ◆ Privacy and confidentiality
- ◆ Respect for your religion and culture
- ◆ Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care
- ◆ Clear explanations about your care and treatment, giving you the chance to ask questions

Our Mission Statement

To offer the highest standard of family care and to offer patients continuously improving and appropriate access to health care professionals.



BRADFORD ON AVON &
MELKSHAM HEALTH PARTNERSHIP

COMPLAINTS PROCEDURE

The Health Centre

Monday—Friday
8:30am—6.00pm
01225 866611

St Damian's Surgery

Monday—Friday
8:30am—12.30pm then
2.30pm—6:00pm
01225 898490

Winsley Health Centre

Monday—Friday
8:30—1:00pm then
2:00pm—6:00pm
01225 860003

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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.

TELEPHONE RESOLUTION

Where you are not able to resolve your concerns in this way we advise you to telephone the practice and speak to a member of the practice complaints team so that an efficient resolution can be reached, wherever possible.

WRITTEN RESOLUTION

If your complaint is complex or you have a number of concerns and you would prefer to make your complaint in writing please send your letter addressed to:

**Practice Complaints Team
Station Approach, Bradford on Avon
Wiltshire, BA15 1DQ**

Written complaints should be sent to the practice as soon as possible after the event and ideally within a few weeks, 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 there is a problem, giving as much detail as you can.



COMPLAINT FORM

However, if you would prefer to fill in the standard complaint form, please ask at reception or visit the Practice Website www.boamhp.co.uk Any complaint form received will be given the same process as a letter of complaint.

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.

CONSENT IN WRITING

Therefore, please ask the patient to write a letter to the Practice Complaints Team giving permission for you to act on their behalf in this matter.

However, if you would prefer, please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable you to proceed with the complaint on their behalf.

UNABLE TO PROVIDE CONSENT

Where the patient is incapable of providing consent due to illness, accident or if the patient has died it may still be possible to still deal with the complaint.

Please provide the precise details of the circumstances which prevent gaining consent in your covering letter (or on the complaint form).

Timescale of complaint response

We look to settle complaints as soon as possible. The length of time this will take will depend on what your complaint is about and how complex. The NHS complaints regulations do not require complaints to be investigated within a set timescale but instead we will agree an individual timescale with you. If the matter is likely to take longer than initially agreed we will let you know. During the investigation, we will keep you regularly informed of progresses, every step of the way.

What we do next with written complaints

ACKNOWLEDGEMENT

All complaints will be acknowledged within three working days by telephone, if we do not receive a reply during this time we will acknowledge your complaint in writing.

THE RESPONSE

You will either receive a formal reply in writing, be invited to speak with the person(s) concerned to attempt to resolve the issue or the complaint may be resolved over the telephone. These options will be discussed and agreed with you as part of the complaint process.

Where your complaint involves more than one organisation (e.g. social services, out of hours service, etc) we will respond to any concerns which relate to the care provided at the surgery and we will inform you of who to approach at the other organisations, so that they may reply directly to you of your concerns.

ACTION

When looking into a complaint we will discuss the matter fully with the clinicians and staff members involved and create a full picture of what happened. As part of the investigation process we may also:

- 1) Take the matter (anonymously) to a practice significant event meeting, which is attended by representatives from the whole practice team, to identify further learning points or changes that need to be implemented.
- 2) Make it possible for you to discuss the issue with those involved, if you would like to do so.

FINAL RESPONSE

Where a final response letter is written, it will include a description of the investigation, any necessary changes which have been made and list any staff training needs.