

# **Riverside Surgery**

SEDULI AD CURANDUM

Waterside, Evesham, Worcestershire, WR11 1JP

**Telephone: 01386 444400 Facsimile: 01386 444415**

## **PATIENT INFORMATION LEAFLET**

### **Practice Complaints Procedure**

If you have a complaint of concern about the service you have received from the doctors or any of the staff working in this practice please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

### **How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible. Ideally within a matter of days, or at most, a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- 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 of the incident.

Complaints should be addressed to the Complaints Manager who, on receipt, will contact you within three working days and offer you the opportunity to discuss and agree a plan of action detailing how the complaint will be taken forward.

### **What we shall do**

- Find out what happened and what went wrong.
- Make it possible 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 and inform you of what we can do to make sure the problem doesn't happen again.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Complaining to the Independent Parliamentary & Health Service Ombudsman**

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 an opportunity to improve our practice. This does not affect your right to approach the Parliamentary and Health Service Ombudsman, if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. You should contact the Ombudsman who is independent of the NHS and Government on **0345 015 4033**.

### **Independent Complaints Advocacy Service**

The Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment. The local ICAS officer for the West Midlands is **0845 012 3748**.