Belvedere Medical Centre

**COMPLAINTS PROCEDURE**

# Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

**Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 in this way and you wish to make a complaint, we would like you to let us know, 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 that is within 12 months of the incident.

Our Complaints Officer will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

***In person*** – ask at reception to speak to a Manager

***In writing***  – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to

The Practice Manager

Belvedere Medical Centre.

***Via email –*** using our complaints form online

**What to expect**

We shall acknowledge your complaint within 3 working days and will look into your complaint, which will be in a timely manner.

When we look into your complaint, we shall aim to:

-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

-identify what we can do to make sure the problem doesn’t happen again.

At the end of the investigation, your complaint will be discussed with you in detail, either in person or in writing.

**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 his or her permission to do so. Please include their written consent. Consent is not required if you are making a complaint in the name of a deceased person, someone who lacks the capacity to make their own decisions or a non-Gillick competent child.

**What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that 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 contact NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint.

NHS England can 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.

Telephone: 0300 311 22 33

In writing: NHS England

 PO Box 16738

 Redditch

 B97 9PT

Or email: england.contactus@nhs.net

If you remain dissatisfied with the responses to your complaint, you can contact the Health Service Ombudsman on 0845 015 4033. The website is: [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

### Zero Tolerance Violence Policy

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

# Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

Your Address:

Date:

Practice Manager

Belvedere Medical Centre

15 Albert Road

Belvedere

Kent

DA17 5LQ

Dear

**Re: Comments, complaints and suggestions**