

theGardenCityPractice

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PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from the doctors or any of the staff working in the practice, please let us know in writing. We operate a practice complaints procedure as part of the NHS system which meets the national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arose with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, please let us know in writing as soon as possible. Ideally within a matter of days, at most a few weeks. 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 complaints:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

All complaints should be addressed to the Practice Manager.

What we will do

We will

- Try to acknowledge your complaint within two days
- Investigate all complaints thoroughly
- Where possible, identify what we can do to stop a problem happening again
- If appropriate, offer to meet with you to discuss your concerns
- Try to provide a full written response if your complaint is made in writing within 10 working days of receiving your complaint
- Write to you to confirm we are still investigating your complaint if it takes longer than this

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 consent form provided by the practice and signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England

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 NHS England, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigations.

You should contact by post NHS England, PO Box 16738, Redditch, B97 9PT or by e mail england.contactus@nhs.net marked for the attention of the complaints manager in the subject line. If you are still unhappy, you can refer the matter to the Parliamentary and Health Service Ombudsman who is independent of the NHS and government. Telephone 0345 015 4033.

We would also like to hear from you if you have any compliments, as this is also a measure of our performance.

Web address: www.gardencitypractice.nhs.uk Tel: **01707 321 500**

□ 11 Guessens Road, Welwyn Garden City, AL8 6QW (Fax 01707 391 629) □ 185 Knightsfield, Welwyn Garden City, AL8 7QG (Fax 01707 391 911) □ 106 Haldens, Welwyn Garden City, AL7 1DF (Fax 01707 320 329)