

Complaining on behalf of someone else.

Medical records are protected by the data protection act 1998. If you are complaining on behalf of someone else we need to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (i.e. due to illness).

Getting help

The NHS Complaints Advocacy service, VoiceAbility on: 0300 330 5454 can provide free impartial support when you are making a complaint. They can help to draft or write a letter, can arrange interpreting or can accompany you to a meeting. For details go to: www.voiceability.org.support-for-you/nhs-complaints-advocacy

If you prefer, you can phone or write to the London Region Complaints Team at NHS England. Their staff will aim try to sort out complaints and can make enquiries on your behalf.

The contact details are: NHS England – London Region Complaints Team, PO Box 16738, Redditch, B97 9PT
Tel: 03003112233

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:
www.cqc.org.uk/contact-us

If you are not satisfied.

If you are not satisfied with the way we have dealt with your complaint, you can contact the Health Service Ombudsman on 0845 015 4033. The website is: www.ombudsman.org.uk

Remember:

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment

Amwell Group Practice

Complaints & Comments Leaflet.

Let your practice know your views.

Partners

Dr Davies

Dr Upton

Dr Ruddy

Dr Moore

Dr Price

Dr Stevenson

Please Take a Copy

Let the practice know your views.

Amwell Group Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

The doctors and staff at this practice are committed to providing high quality healthcare and services to patients.

If you have a complaint or concern about the service you have received from the practice, please let us know.

We operate a complaints procedure as part of the NHS system for dealing with complaints. The practice complaints procedure meets national criteria.

**Tell us about our service by
completing the comments form in
this leaflet**

How to complain?

It is best to tell a member of staff about any concerns or problems as soon as they arise and we will try and sort them out. If you wish to make a complaint, please let us have details of your complaint as soon as possible so we can find out what happened.

You can ask for an appointment with our practice manager, Mr Peter Floyd in order to discuss your concerns. He will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It helps us if you can give us as full details as possible about your complaint.

You need to make your complaint within 12 months of the incident that caused the problem OR within 12 months of discovering that you have a problem relating to a specific incident.

What we will do.

We will contact you about your complaint within three working days and discuss with you the best way to investigate it, including the time scales for a reply. We will aim to offer you an explanation within that time frame, or a meeting with the people involved.

We will look into your complaint to:-

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise where this is appropriate.
- Identify what we can do to make sure that the problem does not happen again.

Complaints and Comments form

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____